

# Christopher J Bryan

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An innovative, results orientated, international **MBA qualified Interim Manager and Management Consultant** with a strong track record in delivering strategic, groundbreaking programmes within the private and public sectors. Specialises in **business project management, business analysis, strategy and goal setting, process development and strategy integration.**

A self aware, inspirational leader and mentor, credible at all levels. A master of communication, interprets and articulates company vision, builds consensus and facilitates change. Renowned for ability to work in diverse and politically charged environments. Is unafraid of taking tough decisions.

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## Key Skills

- **Strategic Thinking:** Adept at translating business strategies and objectives into program imperatives and prioritising the actions and projects that are required to drive them through.
  - **Analytical:** Developed a toolkit of analytical frameworks and approaches to assist building understanding of business issues in an objective way. Includes requirements gathering, process mapping and design.
  - **Flexible:** Undertakes significant change programmes, working across many countries and cultures. Quickly adapts to cultural and business differences, is flexible in the means of delivering change.
  - **Technical:** Strong technical skills developed in early career, multiple projects relating to IT issues and their role in business sustainability. Competent in a broad range of technology platforms their application and suitability and the leadership and management approaches required to make them succeed. Includes successful ERP, SAP and CRM implementations.
  - **Financial:** Financially astute. Financial and budgetary management as company director. Managed porting and systems development and consulting budgets.
  - **Customer Relationship Building:** Facilitates the building of strong relationships at all levels, adopts a collaborative approach and is highly skilled in getting people "on side", involved and owning solutions.
  - **People Development and Management:** Excellent facilitator and coach to management teams, strong developer of organisational capability. Direct responsibility for teams of 10+, led delivery teams of 6+.
  - **Market Positioning:** Strong market awareness, new channel identification and market analysis.
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## Professional Career

### IT / Business Management Consultant

Nov 2006 to date

Working as an independent consultant (CJB Corporate Coaching), I have delivered various solutions to clients.

A selection of these assignments include:

- **Visiting Lecturer for Coventry University.**  
I teach the CRM topic on the Innovative Management MBA at BITE. I currently teach five classes and have developed the course content and syllabus.
- **Society of Motor Manufacturers and Traders: Product & Business Strategy review**  
Contracted to research, analyse and make recommendations on the information products offered and prioritise project activities. Identified a suite of products, key areas where they should compete, organisational changes to compete effectively and governance changes to put in place controls to manage product development. Led team of four consultants. Recommendations have been accepted by new Chief Exec.
- **UK Government Department : SAP Managed Services Contract Review**  
Engaged to build the statement of requirements for the re-let of a SAP managed services contract and to manage the OJEU procedure to select a consortium to take over the hosting, support and management of the global SAP system. The implementation covers the finance and CRM functions in 109 countries.
- **Maltese Health Authority: RFP and Procurement Process Review**  
The Maltese government commissioned a new hospital based on state of the art processes and systems. I worked with the Health Authority to write the RFP's and adjudicate the procurement process to select vendors able to supply the patient management systems and integrate them with the medical imagers and analysers being commissioned. Led client team of 8 senior manager.
- **Treloar Trust: Business Strategy Review**  
Aligned a leading school for the disabled's 5 year plan with Trust strategy. Renewed costing and pricing model, relocation of school to a single site, and introduced a multi disciplinary approach to ensure better

utilization of staff. Reduced costs significantly and improved ability to meet student and LEA needs. A contributory factor to receiving "outstanding" in a recent Ofsted report.

- **Poldings Ltd: Competitor Analysis & Business Strategy review**  
Refocused the business strategy for this Internet hosting company, established new customer packages and pricing policies and coached company directors to achieve a five fold profit from £20,000 to £100,000 and annual increase of customer base by 15%.

### **Gartner Consulting – Consulting Director**

**May 2000 – Nov 2006**

Worlds leading research and advisory service, annual turnover in excess of US\$950m. A selection of assignments which were successfully completed include:

- **Cairn Energy: IT Infrastructure Project**  
Established an IT infrastructure that allowed an oil exploration company to make strategic choices around its structure. Supported the outsourcing of Indian based procure to pay processes to an SAP based business process outsourcer resulting in the successful flotation of the Indian subsidiary on the Indian stock market.
- **PPS: Project & Business Assessment**  
Personally engaged by the Chairman of a pensions company to investigate a "never ending" project continually requesting monies to complete. Cutting through a minefield of distrust, disinformation and resistance, a three week investigation uncovered serious fraud - unsecured systems; anyone could edit data and be untraceable. Proposed an immediate forensic audit resulting in replacement of chief exec and senior management.
- **Toyota**  
Evaluation of EMEA wide ERP based vehicle manufacturing sales forecasting processes and comparison with existing bespoke systems to support changing import legislation and compliance, dealer networks and cost reduction.
- **African Development Bank: Business Support Restructuring Project**  
Restructured the function of a French speaking, North African development bank to capitalise on available skills in a location that had few available skills. Enabled a multi skilled workforce to deliver an SAP centre of excellence in a multi cultural society eliminating the need to continually "fly in" expertise.
- **Scottish Enterprise: Business & IT Transformation Programme**  
Refocused Scottish Enterprise strategy and built the vision of how CRM strategy would be at the centre of their business strategy. Recommended a board change, Transformation Director to drive the programme, worked with her to scope the activities to achieve the transformation.
- **UK Central Government Department: Business Change Initiative**  
This was in part being underpinned by an implementation of an Oracle ERP system, and I was engaged to review the current status of the project, the implementer's contract and the options for moving to a business as usual state as part of the OGC gateway review with the SRO and programme board. I identified several shortfall areas that necessitated the development of a remedial plan to renegotiate areas of the contract, re-establish large elements of a business change program and drove the adoption & usage of the ERP system.
- **Cape Town Government: Council Unification Programme, ERP and SI Procurement**  
Was a key player in delivering a directive to unify seven borough councils into one Uni-City 2 years ahead of schedule. Won a series of awards for best government IT programme, with further annual savings of over US\$100 million and generated fees of \$250,000 for Gartner. Described by SAP as being the most rigorous public sector selection process in SA.

### **Kingdom Consulting – Principal Consultant**

**Apr 1999 – May 2000**

### **CMG plc Consulting – Project Manager**

**Aug 1998 – Apr 1999**

### **Industrial magic Software Ltd – Director**

**Feb 1997 – Aug 1998**

### **Texas Instruments Software – Product Manager**

**May 1990 – Feb 1997**

### **Maxihunch Ltd Contract History - New Systems Development**

**May 1987 – May 1990**

### **Rolls Royce Aero Engines - Senior systems designer**

**Nov 1985 – Jul 1987**

### **Liberty Life Assurance - Trainee analyst/programmer**

**Sep 1984 – Oct 1985**

### **Qualifications, Affiliations and Training**

Master of Business Administration (MBA), Ashridge Management College

**1998**

BSc Hons Zoology with Marine Zoology, University College of North Wales

**1982**

Finance for non Finance Managers, Sourcing Strategies, Process Mapping for Documentation, Account Planning

Handling the Media

### **Personal**

Date of Birth: 5<sup>th</sup> August 1960

### **Interests**

Cycling, Swimming, Trail walking, Photography, Musician