

James Tulloch – Senior Contract Project Manager / Programme Manager

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based Devon. Available for all UK areas. Able to travel.

Profile / Summary

Senior Programme Manager with 25+ years delivering cloud and infrastructure transformation for global enterprise clients including HSBC, EE, and NHS. PRINCE2 & MSP certified. Specialist in stakeholder engagement, enterprise governance, and translating business requirements into technical solutions. Track record managing £10m+ budgets, streamlining operations, and bridging technical, operational, and commercial teams.

Key Skills

- Project Management
- Programme Management & troubleshooting
- Amazon AWS Certified Solutions Architect
- Microsoft Certified Solutions Expert (MCSE)
- EIT (Enterprise Information Technology)
- PRINCE2 Practitioner
- Stakeholder Management
- Cloud Strategy
- Target Operating Model (TOM)
- Risk Management
- End-to-End Project Delivery
- DevOps Integration
- Cloud Infrastructure

Notable Assignments / Highlights

- HSBC required more efficient and compliant server set-up processes / procedures. Engaged as Project Manager to lead team establishing FCA compliant AWS infrastructure. Created & edited global cloud document / evangelized usage; directed Google engagement; designed TOM; produced / maintained cloud services catalogue; ensured adherence to regulatory compliance; and assisted Google and Amazon in producing training plans for all HSBC staff. Succeeded in building a confluence site, establishing a transparent global Cloud strategy and reducing set up times from 2 months to 1 week.
- Odeon needed a centralised and modernised ticketing system to achieve projected \$1bn sale. Engaged as DevOps Manager to facilitate local server migration with secure AWS environment and outsourced management. Collaborated with stakeholders to gather business needs; set up AWS accounts and built pilot environments; managed test/production environments and offshore development teams; utilised Jira; replaced outdated telephone based customer service with cloud resulting in savings of circa £125k pa; managed network upgrades; created cloud ready operating model; and actioned Programme Architect decisions. Succeeded in removing outdated technology, establishing DevOps / AWS environment.
- Flybe wanted to eliminate website outages from server/infrastructure failures, causing reputational damage/loss of sales. Engaged as Cloud Project Manager to migrate to a cloud service. Engaged stakeholders to elicit requirements and manage expectations; oversaw third party suppliers and ensured favourable terms; led internal team; planned and rehearsed out of hours migration; adhered to gated processes; migrated to the cloud; and established IAC test environments. Succeeded in creating an infinitely scalable environment, slashing environment build times by 90% ,eliminating unplanned outages and set PM framework for the future PMO.

Professional Experience / Contracts

Jan 2025 to Date NHS - SCR Senior Programme Manager

- Onboarded 3 new customers to cloud platform, expanding organizational footprint and establishing repeatable migration methodology
- Designed and implemented project governance framework across multi-customer programme, enabling scaled delivery and risk oversight
- Leading migration of 100+ on-premise customers to cloud; established processes and governance in place, on track for completion

Oct 22 to Jan 25 Project Management of 2 House Renovations

June 21 to Oct 22 (17 months) Delivery Manager (Extended 4 times) Initially working via Capgemini and then engaged directly by FSCS (London, UK)

On site at Capgemini for Financial Services Compensation Scheme

- Co-ordinated Capgemini team and 35 FSCS employees as single unit to deliver project.
- Conducted Daily stand up & triaged tasks to encourage focus on critical activities.
- Used both Waterfall & Agile Methodologies to enable engineers to proceed at pace whilst reporting success to senior stakeholders including EXCO level.
- Owned MS Project and interfaced with other projects lead by external parties.
- Successfully migrated over 40 applications to Azure allowing FSCS to close the on prem datacentre saving significant operational expenditure.
- Offered programme and strategic advisory services to implement streamlined cloud systems/processes.
- Educated students on historic/modern project management practices and the true value of a good PM.
- Produced serverless environments utilising Amazon AWS Lambda.
- Wrote examination papers and designed courses for other trainers.

Tutored 30 students to successfully complete the project management module of their degree.

July 2017 to June 21 Consultant & Trainer (Freelance – Ad-hoc work. Various clients) UK wide

- Engaged by various clients as a cloud, strategy and project management consultant, including key account with BPP, acting as a remote Freelance Trainer on project management skills and techniques.
- Provided GDPR advice, designed and built robust client solution for clients from varied sectors.

Feb 2018 to Dec 2019 22 months. Morphsites: Senior Project Manager (Rolling Contract) Somerset, UK

Morphsites is a digital agency offering bespoke web development and creative web design services.

- Engaged as Senior Project / Delivery Manager Led complete e-commerce site creation, introduced Technology and tooling (Kanban / Jira)
- Cultivated relationship with external stakeholders to understand business needs and agree key deliverables.
- Collaborated with Designers, FEDs and Back-End Developers to ensure requirements were closely met.
- Utilised a mixture of Agile and Waterfall Methodologies and applied PRINCE2 practices.
- Introduced project technical tools including MS Project, Jira and Google Sheets.
- Bridged the gap between internal and external project, technical and operational teams to create open communication channels with complete transparency.

December 2016 to July 2017. HSBC: Global Cloud Architecture Project Manager (Contract). Sheffield, UK.

- Engaged as Global Cloud Project Manager and Technical Author to deliver an initiative to implement Agile methodologies and increase automations, APIs and cloud technologies.
- Worked with stakeholders across the company to gain an understanding of pain points.
- Worked closely with the Global Chief Architect for Cloud and a team of Enterprise and Solution Architects to create the most robust solution possible within business requirements.

- Produced service catalogue of cloud patterns meeting FCA regulations.
- Managed global communications providing cloud adoption patterns and standards and guided Amazon AWS engagement project team to meet best practices.
- Liaised with legal, security, risk, procurement and a variety of other internal and external teams. Challenged resistant stakeholders.
- Provided governance guidance for all projects with cloud elements and ensured regulatory compliance.
- Collaborated with Google/Amazon on training and provided Cloud engagement programme direction.
- Authored 100-page global cloud strategy document collating input from Architects and Security Experts.
- Coordinated and established global cloud standards that encouraged 100% API usage and automation
- Implemented a confluence site with pre-approved services, establishing a transparent global Cloud strategy and reducing server environment set up times from 2 months to just 1 week.

**September 2015 to September 2016: 1 year Flybe: Cloud Project Manager (Extended twice)
Exeter, UK**

- Engaged to migrate Flybe's website, generating £1-2m in sales per day, onto a cloud platform to eliminate significant system outages caused by substandard servers and infrastructure.
- Led the delivery of multiple projects within the overall programme and created associated test facility.
- Presented regular progress reports to the CFO and made recommendations to senior leadership.
- Utilised a combination of Agile and Waterfall and implemented DevOps and continuous improvements. (CI/CD)
- Managed third party Project and Programme Managers as well as cross-functional internal teams.
- Provided key input to new change controls and quality gate process improvements. Mentored Junior Project Managers to meet fledgling PMO expectations.
- Delivered the end-to-end migration of flybe.com onto Rackspace platform.
- Created an environment that could comfortably handle existing customer volumes with an infinitely scalable future environment, eliminating outages and set PM framework for the future PMO.

September 2014 to July 2015: 11 months. Extended twice. Odeon UCI Cinemas: DevOps Manager (Contract) Manchester, UK

- Engaged to build and implement suitable cloud environment to host centralized ticketing / POS system replacing outdated and unmaintained physical servers.
- Designed, built and gained acceptance from stakeholders for the company's first Amazon AWS cloud platform. Selected and onboarded 3rd party to enable the delivery of a digital multi-channel programme.
- Planned and created the DevOps functions and necessary systems and managed all environments. Introduced Red / Blue Testing to speed up development.
- Key contributor to target operating model (TOM) inc. change and service management.
- Assisted third parties with establishing effective Sprint release management processes and integrated identical processes within Odeon.
- Introduced and established new telephony system resulting in savings of circa £125Kpa.
- Contributed to the design and build of the Enterprise Technology Infrastructure.

October 2013 to August 2014: 11 months. Extended twice. Fujitsu: Senior Project Manager (Contract) Brussels, Belgium

- Engaged to work on multiple projects with Bridgestone Tyres.
- Collated reports, presented to executive committees within client's European board.
- Created internal PMO function to meet growing needs of developing client relationship.
- Delivered project to migrate applications and servers, decommission the client's data centre and migrate to a new bespoke solution.

July 2012 to May 2013: Everything Everywhere (EE): M&A Programme Manager (Contract) Bristol, UK

- Re-engaged to setup and deliver new EPOS solution across all 700 rebranded stores, to unify EUC call centre systems for ex-Orange and ex-T-Mobile as part of M&A Portfolio
- Negotiated terms of 3rd party deliveries (Fujitsu & BT) Centralised services via a new data centre. Implemented process to stream 20 stores per day.
- Produced and owned business plan with a total budget of £20m / Capex budget of £5m.
- Simplified DC, server & application structure allowing on-time rebranding of stores.

Relevant Earlier Roles

- Everything Everywhere (EE) M&A: c.£85m M&A Programme Manager
- NHS Northamptonshire: Programme Manager / Architect (Contract)

Certifications & Training

- PRINCE2 Practitioner, MSP Practitioner
- Amazon AWS Certified Solutions Architect (Professional), Amazon Authorized Instructor. AWS Certified Security - Specialty (SCS)
- Microsoft Certified Professional (MCP)/Solutions Expert (MCSE)/Trainer (MCT)

Technical Appendix

- **Project Management:** MSP (Managing Successful Programs) / PRINCE2 / AGILE / KanBan / Scrum / ScrumBan / Jira / MS Project / Confluence / Hybrid / Wagile / PMO
- **Cloud:** AWS/ GCP / Lambda / EC2 / AWS Cost Explorer / WorkDocs / Workspaces / Auto Scaling / SES / AWSCLI / Route 53 / CloudFront / Terraform
- **IdAM & IAC:** Active Directory / AWS / Single Sign On (SSO) / LDAP / Terraform / Ansible / Lambda / XaaS / PAM / IAM