

Curriculum Vitae
Bill Mann

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Profile

A successful IT executive in Financial Services with over 30-years experience in various senior roles. My experience is in delivering and implementing digital/IT solutions across Europe, as well as establishing and growing software, network, and professional services. My career has largely been based in B2B vendor organisations in Financial Services. This includes software houses, consultancies, processors, and global card schemes. My roles have spanned project and programme management, change management, service delivery, vendor and partner management, and corporate governance. Naturally this has included extensive contract, budget, and man-management.

I currently have a portfolio career that includes successfully setting up and growing my own property investment business, freelance management consultancy with focus on strategic planning and IT programme delivery, writing (I am a published author), and executive coaching and mentoring.

Employment History

The Keep Calm Guy (*Executive Coaching & Mentoring*)
May '17 – Date

Building on my personal and corporate experience of managing change I now provide coaching and mentoring services to individuals, teams, and leaders who are facing change at a personal level, or leading change in their organisation. My experiences and advice in this area are published by Austin Macauley in my book: How To Keep Calm and Carry On. A second book on corporate change is due to be released later this year.

Bill Mann Limited (*Property Management*)
Bill Mann (Properties) Ltd (*Property Investment*)
Feb '13 – Date

Property Investor, Founder & Managing Director

As a strategic decision to pursue an alternative career I established my own property investment company. The aim of the company is to build a small portfolio of high quality and high income properties aimed at young professionals, and investment decisions are made on this basis. The company continues to be highly successful. It has grown year on year and has recently expanded to managing properties for other investors. The company is on course to begin recruiting management staff later this year allowing me to concentrate on strategic direction and expansion in to commercial property.

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Management Consultant & Advisor (*Retail payments*) **Independent** **May '14 – Date**

Most recently I have successfully migrated a European bank to a new core banking platform that includes on-line banking, and mobile applications. The programme of work is continuing and I am currently providing direction on IT strategy, credit card issuing, development of the IT function, and project governance.

Visa Europe (*Payment Scheme*) **June '05 – May '14**

Senior Vice President, Technology & Processing Services

In early '05 I was approached by the Visa Europe CIO to assist with organisational transformation of the IT Division. My initial assignment was to direct a large scale applications development and implementation programme (in the order of €80m cost budget, approx. 150 man team, and a four year duration).

During the course of '07 I was asked to lead Visa Europe's participation in a global restructuring exercise that culminated in the creation of Visa Inc and its subsequent IPO, and furthermore to lead the negotiations with Visa Inc on a bilateral services agreement. This programme reported directly to the President and CEO of Visa Europe and a dedicated Management Committee set up to oversee the programme. Following this I managed the relationship between Visa Europe and Visa Inc, including an annual budget in excess of \$65m.

In late '10 I created a new function, the Service Management Office, to apply ITIL controls to all business services and establish a business rather than technical operations function. In a staff role to the CIO I renegotiated a contract with Visa's largest supplier to achieve a 15% cost saving (in excess of £6m), defined a vision and strategy for Visa Europe's corporate services, and restructured our corporate control framework.

From June '13 to May '14 I was chairman of the corporate controls committee, a central component in Visa's governance structure. The terms of reference for this group covered the governance of Visa Europe's corporate controls including recommending and managing any changes, monitoring and assessing residual risk, and ensuring compliance. The committee was accountable to the chief executive.

Transaction Network Services (UK) Ltd (*Network Services*) **October '02 – June '05**

Director of Service Delivery

TNS provide card processing and network services to the UK market. I joined them as Development Manager with responsibility for the applications development and Project Management teams within their card processing operation. I was quickly promoted to Technical Services Manager. Within a year of joining I was promoted

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further to Head of Processing Operations will full responsibility for the card processing arm of TNS UK that included ATM and POS acquiring, as well as issuer processing. Further progression followed with the expansion of my role to cover all service delivery within the UK including TNS' core network service.

First Data Europe. (*Outsource processing services*)

September '01 to August '02

Senior Manager, Portfolio Management

Reporting to the IT Director I had overall responsibility for First Data's portfolio of internal and client projects, and the Portfolio Management Office. Projects ranged from many small projects to a major investment programme of £35m. There were in excess of 150 client projects in progress at any point in time ranging from project initiation all the way through to post implementation. These included significant IBM mainframe and client-server developments and implementations. Internal projects covered call centre, statement print and mail, card issuance, and other operational systems.

I ensured that world-class project management standards were applied across all projects, and raised the standard of delivery to clients – major UK and European banks. I successfully change managed the introduction of many necessary controls including formal risk and issue management, formal project reporting, escalation management, SLAs, and project prioritisation. I also Programme Managed a number of BPR projects using Six Sigma to reduce costs and improve project delivery processes and productivity across the whole IT function.

ACI Worldwide Ltd. (*Software supplier*)

December '93 to September '01

ACI are the world's leading card payments software supplier and provide authorisation, card management, and fraud management products amongst others to tier 1 banks around the world.

Head of Product Management (Oct '00 to Sep '01)

Head of Risk Management (Apr '00 to Sep '00)

Customer Delivery Manager (Oct '98 to Apr '00)

Head of Project Management (Oct '95 to Sep '98)

Education

Cranfield School of Management: Higher Performance Leadership.

B.Sc (Hons) - Mathematics and Computer Science (Upper 2nd class).
University of Surrey