**Charles De-Souza MCIPS**

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Career Objective/Mission

My career objective is to use my proven commercial leadership ability to add value to disruptive and forward-thinking organisations. I hugely enjoy re-engineering teams to deliver outstanding results and motivating and encouraging others through change.

Key Career Achievements

* Transformed a legacy procurement team into a high performing customer centric function in 18 months.
* Implemented a new Vendor management practice for indirect procurement ensuring end to end commercial management for key suppliers.
* Increased spend under management increase from £430million to £750 million within 18 months
* Increased IT Savings delivery from £2.2m to £34.9m over a 12-month period from a spend of £320 million
* Delivered the most significant contractual commitment for IT services delivering transformation programmes over a 5-year period valued at £1 billion
* Implemented Skills deployment inventory assessment across indirect procurement as part of ongoing development. This supported the growth and improvement into a high performing procurement function.
* Successful revival of a major reseller programme contract delivering an 80% increase in compliance and 100% improvement on savings during an 8-month period.
* Led the delivery of a true Software PSL, removing 2500+ products and delivering savings £120 million in 2019
* Developed and implemented enhanced governance processes for IT and Corporate spend within Barclays ensuring procurement pipeline visibility of 6-12 months

Key Competencies

* Demonstrable leadership and transformation of teams, direct, indirect across multiple geographies.
* Exceptional business partnering building relationships with c suite executives as a trusted advisor
* Strong customer orientation – shaping and transforming teams to deliver the highest quality of relevant service to stakeholders
* Broad industry experience across FM, Telecoms, Oil and Gas, Utilities and Financial services sectors and categories
* A motivating, collaborative driven team leader with strong mentoring and development focus
* Strong team transformational experience delivering high performing customer focused teams

Career History Summary

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| **Company** | **Role** | **Dates** |
| Barclays Bank Plc | Category Director | Aug 2017 – Present |
| Scottish and Southern Energy Plc | Head of Indirect Procurement | May 2014 – Auf 2017 |
| BP Plc | Global Hardware Category Lead | July 2011 – May 2014 |
| Virgin Media | Software Sourcing/Category Manager | Aug 2007 – July 2011 |
| Johnson Controls Plc | M&E Building Efficiency Procurement | Dec 2006 – Aug 2007 |

Employment History

**Barclays Bank Plc** August 2017 to Date

**Category Director – IT Services and Software**

Accountable for delivering Software and IT Services strategies globally supporting Barclays bank and managing £1.4 Billion. Working with suppliers to development market specific and FS specific strategies supporting the delivery of customer, regulatory, trading and merchant services globally.

Key Achievements –;

* Implementation of enhanced controls for demand challenge process
* Instigated and lead a group wide technology review rationalising IT estate and aligning to architectural standards. – Products removed 2500+ products in the1st 12 months. Future plans to remove a further 3000.
* Implemented demand and pipeline management process ensuring that business requirements, budget constraints and OPEX challenges are consolidated and entered in procurement
* Successful Implementation of Software category strategy inside 12 months including the creation and implementation of a Software PSL aligned to CTO technology domains.
* Successfully implemented the IT Services PSL (AD, AM, Testing etc.) delivering 52% compliance in year 1 with 81% compliance targeted in year 2.
* Re-Categorisation of spend migrating £450m+ spend to correct categories allowing for higher accuracy for procurement MI as well improved data quality for category management.
* Implemented and delivered Lunch and learn initiative within Barclays delivering sessions within procurement to teams in Manchester, Northampton, London, USA and India. Key focus on developing and empowering procurement professionals within Barclays and boosting positive collaboration amongst teams.
* Management of direct and indirect teams across, UK, India and the USA.
* Regular slot at Group CIO and Deputy COO meetings and offsite workshops supporting initiatives and providing input as a trusted advisor.
* Delivery of savings against category of £103.00m for 2017 and £137.7m for 2018

**SSE Plc.** May 2014 – July 2017

**Head of IT & Corporate Procurement**

Head IT & Corporate Procurement leading a team of 17 procurement and vendor management professionals. Accountable for the delivery of category and key vendor strategies delivering leadership transformation, value, best practice and regulatory compliance to SSE.

Key Achievements – IT and Corporate;

* Exceeded expectations in personal objectives for 3 consecutive years.
* Restructure of the existing team of 3, introduced new working practices and reporting. Identified high performers and development opportunities. Recruited additional 7 FTE over period of 12 months
* Implementation of new working practices and reporting methods. (including bandwidth tracking, value delivery, workload prioritisation and dedicated business engagement leads)
* Creation of reporting dashboards and scorecards ensuring visibility and tracking of metrics and KPI’s
* Rebuilding and establishing strong working relationships with senior board level management within SSE including CIO (and IT Leadership team) and CFO gaining senior level sponsorship and raising visibility of IT procurement.
* Embedded a motivated and output focused team delivering value, customer service and compliance to the business stakeholders.
* Delivery of category management training for overall Procurement Group within SSE along with category management review board.
* Implementation of Vendor Management, including rationalising the vendor landscape, delivering Relationship, Performance and contract management.
* Accountable for the delivery of key strategic framework agreements including the ADAM (Application Development Application maintenance) Framework supporting the delivery of SSE’s 5 year transformation roadmap (in excess of £1 billion of spend)
* Delivered £96m of savings across indirect procurement categories including the increase of IT Savings delivery from £2.2m for FY13/14 to FY16/17savings of £34.9m (end of January 2017
* IT Spend under control has increased from £26m to £250m. Corporate spend under control was approx. £680m

**BP UK Plc.** July 2011 – May 2014

**IT Hardware Category Procurement Specialist**

Global IT Hardware category procurement specialist within BP’s Indirect Procurement Group. Responsible for stakeholder engagement, managing strategic hardware vendors, Management of $165 million of hardware spend and $93 million spend via Global Reseller Channel. Successful development, negotiation and implementation of Hardware Category strategy and Reseller contract refresh strategy.

Key Achievements;

* Continued Delivery of savings in excess of $30 million over 2 years
* Negotiation of Dell and HP contracts mitigating risk to key global refresh programmes
* Development of key stakeholder relationships within BP at senior level management
* Successful revival of Global Reseller Programme including renegotiation and implementation of service into BP. Over 80% increase in compliance of transacted spend via channel and savings of 11% ($9.5m)
* Implementation of Vendor Management best practices for management of the Global Reseller Programme.
* SAP SRM Migration lead for Indirect Procurement IT UK team, single point of contact for escalations, training and systems issue resolution.
* Key Member in supporting, delivering and embedding BP values and behaviours globally into team and department as well as creating the “Flavour of the Month” initiative.

Responsibilities include;

* Liaising with key stakeholders managing and developing relationships and representing Indirect procurement
* Implementation of Hardware category strategy positioning key vendors maximising BP leverage
* Lead negotiations and sourcing activities delivering value to BP
* Supporting colleagues in negotiations within my category team and in the wider indirect procurement team.

**Virgin Media** October 2009 – July 2011

**IT Procurement/Category Manager**

Responsible for IT Software supply base of 80 vendors and £17 million of spend. The responsibilities cover the management of contract co-termination/consolidations, purchase of software, support and Professional services for implementation and proof of concepts.

Key Achievements;

* Achieved savings in 2009 of £3.4 m & 2010 of £2.4m
* Delivered Oracle support contract consolidation of 30 contracts, standardised terms and license estate review. Benefit derived was standardised payment terms and termination of support & maintenance on unutilised contracts.
* Achieved 50% cost reduction on virtualisation purchase for major data centre transformation programme.
* Procurement lead for relationship management of Accenture, Convergys, BT, Nice and Oracle.
* Procurement lead for Virgin Media unified communications project.
* Procurement lead Contact Centre Call Recording project.

**Virgin Media** August 2007 – October 2009

**IT Procurement Specialist**

Responsible for negotiating & managing a variety of procurement projects for goods and services within defined categories. This includes managing a portfolio of Corporate Software suppliers whilst minimizing cost and risk to the Virgin Media group.

Key achievements;

* Achieved savings in 2007 of approx. £1.4 million & 2008 of £3.2m.
* Network Platform monitoring services contract renegotiation reducing contract by £1million to £226k
* Successful management of 130+ suppliers.
* Lead on license and support contract review of all Technology contracts.

**Johnson Controls Ltd** December 2006 to August 2007

**Buyer (Fixed term contract)**

Building efficiency and Facilities procurement responsible for all Mechanical & Electrical (M&E) procurement.

* Managed 100 vendors in M&E category with spend of £25m.
* Bid and negotiated Water Treatment, Fire Suppression, Electrical consumables (via e auction) and courier services.
* Responsible for mobilising contracts once awarded and novating contracts where necessary.
* Responsible for the 3rd party relationships for GSK and BP.
* Negotiated and managed a rebate program with vendors.

**Wincanton Mididata UK Ltd May 2006 to November 2006**

Interim Account Manager

Responsible for dedicated management of the EMC account (IT Vendor) as well as 9 other key accounts.

**UPS SCS UK Ltd** January 2005 to May 2006

**IT Project Supply Chain Co-Ordinator**

As part of a team responsible for all Cisco kit shipments in and out of the US and all UK.

**Rojay World Freight Ltd** April 2003 to December 2004

Imports & Quality Mgr

Import Coordinator within a small company. Involved in the full spectrum of importation (Air, Sea and road).

**Qualifications & Education**

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| **HKR**  CIPS (MCIPS Level 4) Completed 2014 |
| **Farnborough College of Technology**  HND Business and Marketing Completed 2000  **Farnborough 6th Form College**  GNVQ Advanced Business StudiesCompleted 1998 |
| **Courses**  Negotiation Skills, Influencing and Persuading Skills, Buying IT, HKR MCIPS, GAP Partnership |

**Interests and Activities**

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| Sport | Football, Golf and Cycling |
| My Family | Married to Lisa and father to Joshua and Theo. |
| Other | FA Level 1 Qualified Football Coach for FLEET TOWN FC U12’s. |