

# Stuart Pattullo

## Profile

Accomplished Consultant Manager, with over 5 years experience of customer-facing management, consultancy and architecture roles in software development groups. Skilled communicator and relationship-builder, within a company and with clients, from senior management to technical specialists.

## Career History

### Senior Consultant

*Cartesian*

*July 2007 – Present*

Cartesian provides consulting services and a number of service activation, self-care and revenue assurance products aimed at the cable/telecommunications sector, and this programme of work involves implementing the latter in Virgin Media, as part of a company-wide consolidation exercise.

- Contracted as Senior Business Analyst for a corporate SOA programme:
  - Re-evaluation of a £2m retail/self-care SOA project overspend, advising to consolidate with another programme of work.
  - Financial and business analysis of a consolidated programme of work, preparation and presentation of final business case.
  - Projected cost savings of £1.5m as a result of project and asset consolidation proposals.
- Member of the SOA Advisory Panel:
  - Training and white paper preparation.
  - RFI response preparation and contextual review.
- Contracted as Test Manager for a £0.5m test component of a £5m programme of work with Virgin Media.
- Thorough review and re-implementation of test procedures and processes.

### Professional Services Manager EMEA

*IBS Interprit*

*Aug 2006 – July 2007*

IBS Interprit provides billing and CRM software, traditionally in the Pay TV sector, but increasingly also in telecommunications in general.

- Manager of a team of 12 business and technical analysts, grown from 7.
- The EMEA Professional Services organisation provided customisation, consultancy and implementation services for new projects, and business consulting for existing and new customers, initially responsible for delivery of a £2m programme of work for Telenor.
- Providing the framework for this organisation to grow from an ad-hoc, project-specific group to a full blown consultancy within the company, including:
  - Implementation of RUP standards and methodology.
  - Formal resource planning (and the structure to provide it).

- Analysis and redefinition of key communication paths within the company, and with customers.
- Formal definition of roles within the organisation, and review of individual team members' performance and career paths.
- Acting as mentor to individual team members, providing coaching on technical, design, organisational and communication skills as required.
- Creating a revenue-generating organisation (1<sup>st</sup> year target £500k); providing business plans and revenue forecasts to senior management.
- Extensive familiarisation with the product; review of integration and design standards based on SOA principles.
- Intensive recruitment for immediate-start roles.

This was a very varied role, requiring at times intensive, on-site customer contact (on both technical and senior management levels), at times detailed back office planning and definition, at times intra-company negotiation on recruitment and process.

### **Senior Consultant**

*JacobsRimell*

*2001 - Aug 2006*

JacobsRimell provides software for provisioning, logistics and customer self-care, primarily within the telecommunications sector.

- Joined in 2001 as a junior technical consultant and by 2003 was a senior consultant, responsible for all design and technical output for our largest customer: a major, pan-European telecommunications company.
- Integration and implementation of tailored, complex provisioning and logistics solutions, replacing a series of legacy systems, across 12 individual affiliates in 12 European countries.
- Had architectural and consultancy responsibility for over 30 successful projects varying between £100k and £2m revenue.
- Led a team of up to 15 consultants and engineers, depending on project requirements at any given time.
- Developing and maintaining close working relationships with managers and architects at the customer's head office in the Netherlands, and the European affiliates, to ensure ongoing design quality and to assist account management.
- Leading and consolidating the design of this customer's solution, providing advice on what to integrate into core product.
- Providing pre-sales consultancy for this, and other customers, where required.
- Implementing RUP process and methodology to run suitably in parallel with the customer's affiliates' processes.
- Ensuring design, requirements and software QA; acting as design authority and signatory to all document and software releases.

Communication was a key part of this role, given the diversity of the affiliates within this customer (equivalent to 12 different customers), and given the intense competition between vendors in this multi-vendor environment. After 5 years working with this customer, we gained 8 affiliates, and performed in excess of 40 software launches across the entire footprint, due mainly to the pace of their implementation of new customer-facing technology.

## **Unix Development Team Leader**

*GX Networks  
2000 - 2001*

Joined GX Networks in 2000 as a Unix Applications Engineer and was promoted to the Development Group Team Leader later that year. GX Networks was the corporate side of Global Internet, later part of Pipex. The group developed new and customised open source applications, for both internal and customer-facing uses for this popular ISP.

## **Test Laboratory Manager**

*Reuters  
1999 - 2000*

The Product Acceptance Group within Reuters was set up to provide internal acceptance testing for all Reuters applications. I ran the on-site Test Laboratory, maintaining test software and hardware (general and Reuters-specific servers), developed automated resource management and deployment tools and introduced CMM process into Laboratory procedures. This was a 6 month contract extended to 1 year.

## **Support Engineer**

*Downland Housing Group  
1998 - 1999*

Desktop Support Engineer working for the IT Helpdesk for Downland Housing Group, at various locations in Sussex. I provided desktop support services for all employees, developed an in-house ticketing system and maintained the intra- and inter-site networks and Informix (Local Government Housing) database server.

## **Education**

### **BSc(Hons) Chemistry, Life Systems and Pharmaceuticals**

*1997-1998 Université Louis Pasteur, Strasbourg, France  
1994-1997 University of York*

## **Personal Information**

- Excellent spoken and written French.
- Keen traveller and photographer.

## **Contact**

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