

PROFILE OF TULJO RANDMAA

A seasoned PROJECT and PROGRAMME MANAGER putting to good use extensive management experience, perseverance, and broad digital technology knowledge to get things moving and drive large programmes and projects from idea to successful delivery for clients of any size and industry.

2017/2018 delivery of an end to end ERP programme governance through the delivery lifecycle for a global 10 FTSE AIM traded biotech ecommerce and producer operating in Cambridge UK, Japan, China, Singapore, East and West coasts of US.

Managed a portfolio of digital transformation projects and improved the customer experience for a Global Retailer and Producer operating in 80 countries and employing 50,000 people, few examples:

- Rebuilt from scratch a large multi-channel ecommerce platform, now in Pan-European deployment. By restarting this £5m project and applying Agile, MVP and phased delivery approach delivered the ecommerce channels and enabled to start growing revenue streams 3 times quicker than initially estimated by the client.
- Took over and accelerated delivery of a new trade customer order management system, enabling legacy ERP and intranet switch-off sooner to save a year's worth of enterprise solutions licence fees and start supplying the operations with real time sales data.
- Set in motion a global project to consolidate multiple ecommerce websites into one single client facing platform, achieved challenging stakeholders unanimous buy-in on the conception, roadmap, and user journeys.

Restarted a Non-Governmental Organisation's major online services transition project. Created a new project plan, won the board's approval and delivered the project saving 30% of client's budget whilst meeting all requirements and timelines.

IT projects and programmes management, digital transformation; ecommerce and ERP systems build, integration and implementation; senior stakeholder, cross functional project team, offshore, onsite and 3rd party supplier management, vendor relationship and contract management, projects coordination and governance.

Practical hands-on experience with accounting and finance, human resources, procurement, production, distribution, sales, customer services, digital marketing and business management.

EXPERTISE AND SKILLS

Senior project manager	Agile project manager
IT project manager	Digital change manager
Project rescue	Project end to end delivery
Data compliance	Business analysis
Stakeholder management	Relationship building
Supplier management	3rd party management
Project team management	Matrix management
Strong commercial experience	International experience
Agile, Waterfall, Prince2, PMO, Stage-Gate	ERP, CRM, CMS, UX, CX, Microsoft, Oracle, Java

CONSULTING EXPERIENCE

Programme Governance Lead (contract), Global Life Science (Sep 2017 - present)

A consultant governing a multi-million full stack Oracle Cloud ERP system implementation.

- Assisting in creating the client's change governance framework.
- Monitoring and motivating cross functional teams assigned to the projects; ensuring they understand the deliverables and overall objectives of the programme.
- Reviewing the PMO process and templates, producing programme management and control outputs - reports, RAID, plans, business cases, PIDs etc. - in conjunction with programme manager.
- Ensuring programme central repository is structured, maintained with sign-off project deliverables.
- Consolidation of programme level controls e.g. project level plans.
- Ensuring portfolio spreadsheet is up-to-date and communicated.
- Supporting delivery stream leads, PMs, Oracle, Hitachi and IBM teams in achieving deadlines.
- Liaising with programme sponsors and stakeholders.

Digital and Ecommerce Project Manager (contract), Global Retailer (Nov 2015 - July 2017)

Executing AkzoNobel digital transformation projects and turning omnichannel ecommerce and data management strategies into tangible projects. Working on programmes strategy and sub projects definition and scoping. Restarting and accelerating projects, defining projects approach, governance and workstreams. Aligning Agile and pragmatic project management methodology with corporate PMO framework and Stage Gate process. Monitoring and reporting projects progress and optimising documentation. Maintaining information flow between the teams, levels and silos.

Being hands-on with projects control and management, removing impediments and keeping teams focused on delivery, speeding up the projects progress in a complex global environment; 3rd party and internal supplier management, relationship building, contract and SLA management; stakeholder engagement and change management; project teams assembly and matrix management; guiding product owners on BA techniques, process charting and user story writing; coaching project managers on Agile and PMO best practice. Inducing positive change to the organisational culture and the ways to manage projects.

Managing diverse enterprise scale data applications, ERP, knowledge management and ecommerce solutions specification and build; MS Dynamics AX development, SAP, APIs, other data and infrastructure systems and Sana Ecommerce platform integration and implementation; DPIA, GDPR compliance and cloud solutions security assurance.

Project Manager (contract), Non-Governmental Organisation (Feb 2014 - Apr 2015)

Taking responsibility to restart a highly-visible project of Royal College of Radiologists active in healthcare and education, and drive the project from end-to-end. Re-baselining the project, applying Agile method to Prince2 process, maintaining project documentation, reporting to SMT, engaging internal and NHS stakeholders. Procuring and selecting suppliers, conducting discovery and planning phase. Managing a 3rd party developer working by Agile Scrum, vendors, UAT and training. Delivering online services rebuild from scratch: complex website, Drupal CMS on Linux, Integra CRM on .NET, Microsoft SQL databases, external Elsevier and NHS systems and associated infrastructure integration in PCI-DSS compliance. Achieved improvement of digital offering to the fellowship of 10,000.

PREVIOUS EXPERIENCE

Project Manager (contract), FTSE 100 Retailer (Sep 2013 - Oct 2013)

Helping the multichannel retailer Tesco to launch five transactional mobile and responsive websites to tight deadlines by managing the go-live process and QA.

Project Manager (contract), Fashion Retail Startup (Apr 2013 - Aug 2013)

Undertaking to provide a bespoke ecommerce platform to a fashion start-up. Leading the project and being hands-on with stakeholder relationship management, requirements interpretation, resourcing, backlog and Agile development management, MVP software handover.

UI Developer, Data Service Startups Incubator (May 2008 - Mar 2013)

Obtaining IT technical background through the hands-on software development for mainly media and biomedical communities. HTML, CSS, JS coding in Java environment and Agile Scrum teams; working with internal and external clients on web and mobile applications UX design; coaching on development, usability and SEO best practice.

Project Manager (contract), Food & Beverages Retailer (Sep 2007 - Apr 2008)

Delivering an online retail channel from scratch. Leading the project, ecommerce website technical and UX specification, development outsourcing and management, operations set-up and launch on a foreign market.

Project Manager (contract), Digital Assets (Jul 2006 - Aug 2007)

Leading asset manager's digital transformation, IT systems, infrastructure, and business processes complete rebuild to improve performance and CX, achieved a lead position on the market.

Project Manager (contract), Telecom VMNO (May 2003 - Jun 2006)

Building up mobile operator's customer service, call centre and billing functions from scratch, directing the department until handover.

Project Manager (contract), Online Gaming (Mar 2000 - Apr 2003)

Delivering the technical platform and infrastructure, managing operations and digital marketing.

Manager, Various Businesses (Jan 1990 - Feb 2000)

Managing businesses and operations in retail, commerce, supply chains, electronics, broadband and telecom; implementing accountancy and HR functions, related IT systems.

QUALIFICATIONS

Tallinn Maritime Academy: bachelor's degree in Communication

Courses: Prince2, HR, corporation accounting and finance, international trade

Languages: English, Swedish, Russian, Estonian

Working status in the UK: EU citizen, UK resident

Trading as: Tuljo.Com Ltd, SIC Code 62020

Security clearance: Disclosure Scotland, eligible for BPSS and SC

Preferred location: London, Slough, Maidenhead, Reading

Public profile: <https://uk.linkedin.com/in/tuljo>

Contact: 07501319300 / contact@tuljo.com