

# Lee Anderson MAPM

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## Professional Attributes

- Enthusiastic
- Clear vision
- Team builder
- Problem Solver
- Independent
- Decision maker
- Takes responsibility
- Flexible
- Resilient
- Dependable
- Copes well under pressure
- Empathetic
- Strong work ethic
- Ability to delegate
- Attention to detail

## Key Skills

- Project management
- Risk management
- Service management
- Supplier management
- Change management
- Mobile Technologies
- Leadership
- Estimating and budgeting
- Training and knowledge sharing
- Presenting
- Communicating
- Influencing
- IT Knowledge
- MS Project
- MS Office
- Car owner with full clean license.

## Profile

I am a skilled, knowledgeable and qualified Project Manager with over 3 decades of experience as an IT Professional. I have the organisational skills to deliver numerous diverse projects, simultaneously, to the highest quality, time and cost controls. I am able to communicate with people at all levels, combining strong influencing, interpersonal and stakeholder management skills whilst gaining trust and creating effective working relationships. I am both healthy and hard working with the energy and tenacity required to overcome any obstacles to success - essential in today's fast moving business environment.

## Career History

August 2016 – May 2020

### **Project Manager, British Telecom, London**

Managed numerous Projects over a 4 year period using the Prince 2 methodology from the arrival of a Business Brief, through design and implementation to closure, the lessons learned and process improvement meetings. As Project Manager I built global project teams from India, Hungary, Ireland, Spain and the UK requiring significant presentation, communication and organisational skills. I was a trusted Project Manager being assigned a number of complex and high profile projects due to my ability to communicate well, deal with challenges, hold firm when required and get projects over the line on time and to budget.

3 Key projects and benefits:-

1. Successfully implemented a politically sensitive and high priority Project for Aer Lingus to combine the Operations Control Centre and Hub Control Centre to a single Global Control Centre (GCC). The delivery of this project enabled a number of major business benefits such as scalability to the expected larger passenger numbers, smoother workflows through the airport and increased Net Promoter Scores (NPS) through better service to passengers and reduced lost bags. The GCC provided huge cost savings through rationalisation of roles, reduced office space costs and increased efficiency. My responsibilities included the Network Infrastructure, Telecomms, WAN connectivity, Air Radio (ground to plane radio) and WiFi. I visited Dublin to meet and build the team, analyse the existing business and analyse the application connectivity to the Dublin Airport Authority. This was carried out in a sensitive manner as Aer Lingus was in a period of restructure causing staff anxiety. I was required to gain the trust and cooperation of the existing Aer Lingus staff to enable the fact finding operations success. This Project was used as an example to demonstrate the effectiveness of the new ways of working in IAG.

## Qualifications

Association for Project Management  
2019

- Project Management Qualification (PMQ)

Coventry University  
1987

- BTEC HNC Computer Studies

Boldon Comprehensive  
1984

A Levels

- Maths
- Physics
- Computer Science

1983

O Level

Additional Maths

1982

O levels

- Maths
- Physics
- Chemistry
- Biology
- Computer Science
- Geography
- English Language
- English Literature
- Geometrical Drawing

## Affiliations

- Full Member of the Association for Project Management

## Interests

- Cycling
- Walking
- Caravanning
- Technology (Windows 10, Apple OS, iOS, Raspberry Pi, personal website, video editing)
- Cryptic crosswords
- Music
- Family life

2. Project Managed the iPad and iPhone project delivery to IAG within BT. Through the setting up of new methods of delivery utilising BT's existing strengths of supply and logistics I was able to cut the reliance on external suppliers maximising profit within BT as well as cutting down on manpower costs. One successful project I delivered with this framework was for 10,000 iPhones for Cabin crew with a budget of just under £10 million. I provided all third line support and documentation to the delivery and support teams and trained numerous fellow Project Managers.
3. Implementation of the Network requirements for the relocation of approximately 100 British Airways Pensions staff. This project delivered significant cost savings through the use of office space and related infrastructure which had become vacant in the BA Head Office, Waterside. My responsibility was for the internal office network to provide WiFi, telecommunications and PC/Printer network connectivity, WAN connectivity to a further BA Pensions building and routing to external applications servers. I worked together with the BA Pensions Director to deliver on time and under budget to great customer satisfaction.

April 2005 – July 2016

### Service Analyst, British Airways, London

During the period of 2011 to 2016 I worked within the Networks department and was entirely responsible for Mobile Devices within British Airways, technically and logistically. I had responsibilities for supplier management and field engineer management through our third party provider Windsor Voice Services. I was responsible for managing the Mobile Spares budget of £660k and Mobile Devices stock. I kept the budget flat over 5 years despite a period of huge expansion. This was achieved through my introduction of disciplinary procedures throughout the organisation to cut down on damage and loss together with careful negotiations with suppliers of protective cases. This generated significant savings to the company.

During this period I also delivered numerous projects including:-

1. A complex project to replace all Ruggedised Data Terminals (RDT's) in 5 business areas across Heathrow Airport, within British Airways Ground services, with new Motorola MC67 devices. This project delivered exceptional cost savings due to the very high maintenance costs of the old devices compounded with misuse by users. I agreed a new way of working which allowed tracking of which users were using which devices to implement a disciplinary process with the staff bringing damage to and loss of devices down to the bare minimum. The £850k budget for the new devices paid for itself within a few years of introduction through savings on repairs and purchase of replacements. Further operational/financial benefits were achieved through higher availability of devices to staff and device battery life that would last an entire shift. This project was achieved through initial negotiations with Senior BA Managers to agree the implementation of the new disciplinary codes in return for the networks department financing of the project. Once agreed I had full cooperation of all departments at the operational level to allow for my business analysis and project planning. The project was delivered in 5 stages and was an unmitigated success. I wrote all support documentation for the I.T. Service Centre (ITSC) and field engineers to allow for successful delivery and subsequent support of the service.

2. Delivery of the RFID RDT service worldwide to allow the new way of working for security checks of lifejackets on aircraft during airport turnaround. The benefits of the introduction of this new system were shortened turnaround times and huge manpower savings due to the time taken becoming a fraction of what it was previously - 5 minutes as opposed to 30 minutes. A lot of testing in conjunction with BA engineering and the software development team was required up front before the delivery could commence. I was responsible for the staging of devices and subsequent testing by selected key workers whilst liaising with the software team. I created and documented the support model with the field engineers and the ITSC to allow for smooth running post implementation. I dealt directly with Motorola to work out the costs, discounts and delivery terms. I wrote all documentation company-wide for the service of the devices.
3. Delivery of 15,000 iPads/iPad Pro's and iPad Minis to British Airways Cabin Crew, Flight Crew and Engineering staff respectively. This allowed new ways of working to increase the NPS ratings, removal of paper Flight Manuals which made fuel savings of millions per year due to reduced weight on aircraft. Many other efficiency and new ways of working benefits were made across the board which are too numerous to mention. My role involved initial analysis, project planning, logistics planning, purchasing and delivery of the projects for the devices in the different business areas. I was responsible for designing the service model together with my head of department, implementing the service model and writing all support documentation for BA. I Worked with numerous suppliers including Vodafone and Apple. I delivered training to the project teams, support teams and ITSC to ensure a successful delivery and support model. The delivery and support models are still in use today.

During the years 2005 to 2011 at BA I worked for the End User Computing division providing desktop support to the Terminals in Heathrow, Engineering and remote support to the overseas British Airways offices Worldwide. I delivered a number of small projects and office moves and also spent a period of time as the office manager coordinating the job allocation and work of the other engineers. I received a promotion during this period.

July 2000 to March 2005

**IT Support Team Leader, BAX Global Logistics, Heathrow London**

Responsible for supporting the entire network and all connected devices at 2 BA Engineering warehouses. We had no staff turnover during my 5 years in charge. I made significant cost savings by eliminating the use of contractors through a restructure.

February 1998 to March 2000

**IT Support Specialist, Insurance Technology (Intech) Solutions, London**

Working for a software company that provided solutions for insurance underwriting syndicates within the Lloyds environment. Involved with delivering working systems to clients from the initial network site survey through to installation and continual upgrade of systems as well as the IT Support and administration of the London Based offices.

IT support and Server upgrades at the ScanRe customer offices in Brighton.

April 1997 to January 1998

**IT Support Specialist, Taxsoft Ltd., London.**

Responsible for all aspects of a 100 user Novell 3.12 Local Area Network (LAN) with all connected PC's and printers. Managed a computerised Security Access System and had responsibility for the telephone switchboard and photocopiers as well as many other tasks.

I recruited, trained and managed an assistant who went on to become a successful IT professional.

June 1988 to March 1997

**Analyst/Programmer, British National Lymphoma Investigation (BNLI), London.**

Debugged the BNLI statistical analysis programmes upon arrival.

Migrated the 2 Hodgkins and Non-Hodgkins Disease databases from Apple II disks to a Novell Netware server accessed by PC workstations across an ethernet LAN.

Managed all IT and made all IT decisions together with the Director of the BNLI.

Produced all statistical output and slides used for papers published in Medical journals where I was named as a contributor.