

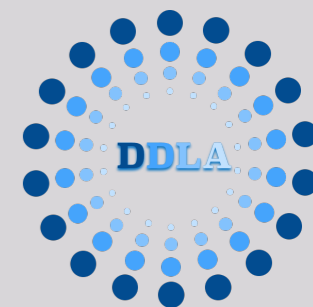


CURRICULUM VITAE - SUMMARY

MICHAEL SHIELDS

07834851314

A results-driven individual; with solid experience in transformational change, cost allocation, learning & development and consultancy. Significant experience in Leadership Coaching, Operational Excellence, Lean & Six Sigma and Activity Based Costing application in Operational, Transactional, Financial, Accounting, Insurance and Project Management environments



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London based will travel if required

Career Summary



10+ years hands on technical delivery of Transformational Change and Leading Lean Change in multiple businesses and environments – Delivering Lean Transformational change covering improvements in Voice of the Customer, Staff & Leadership Mind-sets and Behaviours, Organisation Skills & Redesign, Process Efficiency and Performance Management all **16 weeks**, with a standard target of **20% capacity creation**.

Leadership Skills - Leading change teams across multiple International time zones including consultants from Mckinsey and Company, KPMG, Genpact, Barringa, OEE, Unipart and PWC. Head of Two areas, one that worked with senior stakeholders and external consultants to ensure continuous improvement of program delivery and skills of circa 200 fte.

Approach Knowledge – Certified **Lean Six Sigma Black Belt** (DMAIC, DFSS), Lean Enterprise Research Centre (LERC) **certified practitioner and Lean Leader (2b & 2a certifications)**, **Prince 2** certified, in final year of OU **Design Thinking** Degree, Introduced **Agile SCRUM** change approach into RBS Customer Experience Dept.

Coaching and Training – Have built and delivered training to all levels, on all subjects from change Leadership at an Exec level to how to run a session. Coached at all levels to build capability to ensure sustainability of all improvements.

Presentation Skills - Using techniques like Pyramid Structuring & MBTI to tailor presentations to audience. Proven ability to communicate and influence effectively at all levels recognizing culture sensitivity & learning styles (full understanding of Strengths Finder and Conflict Management approaches)

Sector Experience Incl. Financial Services – Marketing, I.T, Retail, Operations, Call Centres, Sourcing, Payments (BACS, CHAPS, faster payments & International payments), HR Transformation, Private Banking, Asset Finance, Finance, Mortgages. Other: Insurance, Pensions & Investments, MOD & Offshoring Partners

Skills

Stakeholder Management	★★★★★
Problem Solving	★★★★★
Presentation/Facilitation Skills	★★★★★
Project Management	★★★★★
Gap Analysis	★★★★★
Benefit Delivery	★★★★★
Training & Coaching	★★★★★
Change Leadership / Influencing	★★★★★
Organizational Re-Design	★★★★★
Process Mapping / Redesign	★★★★★

Professional Qualifications

- OU: **BA/BSc (Honours) Design and Innovation (Open University)** - currently reading
- Cardiff University (**LERC**): **Level 2A Lean Leadership** and **Level 2B Lean Technical**
- OPP: **Leading Leaders Programme**
- QSB: **Sigma Black Belt**
- **Prince 2 Foundation**
- **MINITAB**: *Basic Statistical and Quality Analysis.*
- The Chartered Insurance Institute: **CFI** Fin Serv Regs and Ethics, **FA2** Fin Admin, **FA3** Pensions Admin.
- The Institute of Leadership & Management: **People and Team Management Level 3.**

Software Skills / Knowledge

Advanced MS Office incl. Visio, Excel, PowerPoint, Word & Project, IBM Blue works, Minitab, Rapidweaver, Simul8

If you would like a more detailed CV please contact me