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|  |  | SummaryResults-driven MBA graduate and Director with 19 years of experience in the Telecommunications and Media sectors. Fluent in three languages, I specialize in bridging the gap between clients and delivery teams across the UK and European markets. With a strong focus on understanding client needs, I consistently drive business growth through strategic account and delivery management, while identifying upselling and business development opportunities.Throughout my career in management consulting, I’ve led the end-to-end lifecycle of large IT and Digital transformation programs, including complex carve-outs and business innovation strategies for international clients. I’m known for my ability to manage cross-functional teams and guide them through seamless transformations, ensuring program delivery aligns with client goals.As a Director, I bring expertise in practice management, team leadership, and delivery assurance. I’ve built trusted partnerships with clients by providing actionable solutions, blending methodical rigor with creative problem-solving. My approach is always grounded in common sense, which I believe is the key to overcoming complex challenges and driving sustainable outcomes.**Main Skills:** * Client Management
* Team Management / Mentoring
* Delivery management
* Effective Solutioning
* Process and Organisational design
* IT Operations, Strategy and Architecture
* Program & Project Management
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|  |  | Career History 03/2023 - present - **Node4****Management Consulting Director**Location: London, UKMain Customers in portfolio: ATG, Marlink, Breedon, MACE, AWE*.*Managed budget (2024): £3mln Node4. Internal resources reporting to me: 10* Setting up a new Advisory team from zero
* Building offerings and new solutions based on clients needs
* Team management and leadership such as MBO, career mentoring, training path, organisation/structuring
* Internal strategy and administrative process set up and running
* Account planning, following business development activities and upselling activities
* Managing client relationship, building trust and identifying potential needs to cover with current or new services
* Interacting with C-level and middle management providing status reports and monthly business reviews
* Overseeing digital innovation programmes and driving the team through the whole set-up process from requirements analysis to project delivery

10/2007- 03/2023 - **Bip.** **Management Consulting - Managing Principal**Location: London, UK – Duba, UAE – Milan, ItalyMain Customers in portfolio: Zodiac Maritime, Barilla, Vodafone Group, MTN, Vantage Towers*.*Managed budget (2022): £1mln (20% increase YoY)Bip. Internal resources reporting to me (in 2022): 6* Following business development and upselling activities for Maritime, Telco and Retail division
* Managing client relationship building trust and identifying potential needs to cover with current or new services
* Interacting with C-level and middle management providing status reports and monthly business reviews
* Building offerings and new solutions based on clients need
* Overseeing digital innovation programmes and driving the team through the whole set-up process from requirements analysis to project delivery

09/2006-09/2007 - Accenture Spa **Business Analyst** Location: Milan, ItalyMain Customers in portfolio*:* Natuzzi, Gucci, companies from the consumer goods industry.* Understanding service objectives and capturing user requirements through questioning techniques
* Managing BI (Business Intelligence) systems, developing portal and dashboards suitable for each client
* Supply Chain modelling and advice on business process management
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|  |  | Relevant Projects**Marlink (IT Transformation):** Marlink, a leader in the maritime telecommunications sector, faced significant challenges in aligning their IT infrastructure and processes with their rapidly evolving business goals. Due to numerous mergers and acquisitions, the IT architecture became duplicated and fragmented, IT processes obsolete, leading to inefficiencies, increased costs, and difficulties in scaling operations. The company needed a comprehensive solution to streamline processes, enhance IT Portfolio, and support future growth.Activities included* Assessment and Analysis (System, Capabilities, Processes)
* Strategic Planning (IT Roadmap, Process Optimisation, Initiative Prioritisation)
* Delivery management (CRM Centralisation, Tenant Migration, ITSM Department Process Review)
* Achieved a 20% reduction in IT operational costs within the first year of implementation
* Enabled the company to scale operations seamlessly, supporting a 30% increase in business volume

**ATG (IT Migration Strategy):** Acting as advisor defining a change management and engagement strategy, building a network of change agents to ensure two-way engagement between the programme and teams across the business. The programme was focussed on reviewing the It strategy and then supporting the execution of a transition to a managed service.Activities included* Business priorities definition
* Requirement scoping
* ITSM Roadmap definition and advisory
* Phasing and planning
* Managing IT constraints and master planning
* Projects rollout and reporting
* Change management
* SteerCo reporting
* Reduced the overall IT costs of 40% YoY and streamlining the related processes

**Zodiac Maritime (Digital Transformation):** Following programme key areas to allow asmooth digital transformation of legacy systems (Freight and Hire, Crewing) impacting 80% of core processes and 50% of the value chain and ~100 employees. Resources coordinated 35 (10 transformation team and 25 business stakeholders)Activities included* Vendor selection process
* Business priorities definition
* Requirement scoping
* Phasing and planning
* Design architecture solution
* Managing IT constraints and master planning
* Projects rollout and reporting
* Change management
* SteerCo reporting
* Reduced the operation costs of 30%
* Reduced the manual activities of 40% from the original processes

**Vantage Tower / Vodafone Group (TowerCo Creation):** Managing Client interaction to create Europe’s largest and most geographically diversified tower company, with over 68,000 sites across 9 markets. Directly coordinated 37 resources (9 transformation team, 18 Market stakeholders, 10 Vodafone/Vantage internal core areas stakeholders) Activities included* Programme governance
* Financial assessment
* Budget operations restructuring
* Data Governance
* Management reporting
* Definition of Target Operating Model
* Design of TowerCo’s Process Reference Framework and support its implementation
* Dedicated support for CTO/CIO to develop the IT Strategy and Application Landscape
* Successfully set up the new entity with minimum rework on process and data after the business started
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|  |  | Education & Training* 2013 – 2015 **Master in Business Administration (MBA)** *MIP – Politecnico di Milano, Italy - Merit scholarship awarded*
* 2005 – 2006 **Master's Degree** in **IT Business Administration** *SDA Bocconi Business School, Italy - Merit scholarship awarded*
* 2002 – 2005 **Bachelor's Degree** in **Information Technology***University of Milan, Italy*
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|  |  | Languages **English Language:** Business Proficiency**Spanish Language:** Intermediate/Advance (B2/C1) **Italian Language:** Mother Tongue  |

Mr. Emanuele Scendrate