

Resume

Shaun O'Brien

Leadership Professional, with 21 years Senior Management & Organisational / Learning Development experience within most blue chip industries. Working in Financial and Banking services, Telco's, Utilities, Oil & Gas and most recently working within the Manufacturing Industry. Dynamic business leader with a track record of surpassing multimillion-pound ROI within Major Corporations. Exceptional communicator with a consultative style, exceptional problem-solving abilities, and a keen client needs assessment aptitude.

Assertively identifies opportunities and provides transformational learning solutions. Core professional competencies include:

- Strategic Business Modelling
- Thought Leadership EQ
- Cross-Functional Leadership
- Executive Presentation & Negotiations
- Budgeting, Forecasting, & Planning
- Key Talent Acquisition & Retention

BOSIET/MIST/Medical and EBS Trained, APMP (Advanced Project Management Professional)

Degree in Executive Coaching/Mentoring - Oxford University - OPTIO Lead Assessor.

Key Achievements

- Kirkpatrick Evaluation the New Approach
Endorsed partner with Jim Kirkpatrick creating the new evaluation model which now is a leading evaluation system within the Global L&D arena
- Training Journal Award Winners 2012
Winners for Senior Leadership / Management Programmes Category, T&J Judge. 2013/2014
- Ontrack International
Remote Team Matrix global programme Motorola delivering in some cases 80% cost efficiencies to client
- Head of L & D Offshore Cape plc.
Designed & deployed a Global Vision & Values programme across all Cape personnel embracing social technologies. Engagement results improved by 48%
- Behavioural Analysis Expert
D.I.S.C / Insights Practitioner / Achieve Global Facilitator
Situational Leadership Facilitator
- Management Consultant BT Local Business
Developed and deployed executive coaching and training plan across 84 franchised outlets with a ROI of £1.2M
- Operational Excellence
Designed and Implemented Operational Excellence Project resulting in ROI of £5M
- BT OIP Security Programme
Consultant heading Behavioural Security Rationalisation within 21st Century migration plan ROI of £2.8M
- BT Project: Building The Bridge
Implemented a unique training partnership between Sales and Engineering ROI of £1.2M
- Senior Migration Manager
Designed and Implemented National Training Plan ROI of £1.18M
- BT Executive Coach
Senior Management Client base ROI of £1.1M
- Project Management CITI
APMP Association for Project Management Professionals

13 Field Lane Heworth, Gateshead, NE10 8HJ
Mobile: 07764338723 UK / Middle East +966540010933
Email: sobrien20@yahoo.co.uk

Career History

Group Head of Learning Talent & Performance

Almarai

2016 / Date

- Management responsibility of the Future Leaders & Graduate Professionals programmes to nurture the next generation of Senior Leaders for Almarai.
- Responsible for the management of major transformation projects (Vision into Action & Almarai Academy) driving the 70/20/10 Business Partnership approach with ROI savings within 3 months of 5.2 million riyal to Almarai training budget.
- Manage the budget of all learning initiatives across the Almarai group Circa 45000 employees.
- Implementation of Re Org of function from L&D to L&P (Learning & Performance) driving an agile performance management culture, deployed agile performance system across all management grades.
- Introduced a digitalized platform which brings together a full career pathway for all new Almarai employees.

Head of Learning & Competence

UKTS

2015 / 2016

Provision of learning & Competence solutions, and consultancy to key client companies including: **BP, Woodgroup plc, Cape plc, Talisman, Stork, Centrica, Brand Energy, Marathon Oil, NCC, OGN, Able, amec foster wheeler**. Key Consultant for the UK Regulators **Oil & Gas Authority & Oil & Gas UK & Decom North Sea**.

- Managing the build of Oil, Gas & Renewables Decom Academies in partnership with FE Colleges.
- Pilot scheme for OGRD Academy achieved 100% job outcomes through SSU funding route.
- Managing complex and large Learning programmes.
- Setting targets and goals for training teams.
- Representing the company at trade shows, Industry functions and networking events.
- Attracting new clients and identifying new markets.
- Consulting and developing learning & performance strategies with clients to achieve their goals.
- Raising the company's profile in the market place.

Head of Learning & Development Offshore

Cape plc.

2013 / 2015

- Developed and deployed Competence Assurance System across Cape UK Onshore/Offshore.
- Co-Managed the win of contract BP MLXP worth £60m over 3 year period.
- Ownership of all UK Offshore Training relating to all trades and Supervisory & Management.
- Deployed new blended way of training which achieved 100% compliance across all Cape personnel across all assets North Sea.
- Developed the new Visions & Values programme to be deployed across Cape Globally.

Head Learning & Development

CSD - Npower

2009 / 2013

- Managing the People Development Teams and owning the L&D budget for Business Centres within Customer Service Domestic.
- Designed and Implemented the Operational Excellence programme across CSD resulting in ROI of £5M
- Introduction of Real Time Learning programmes, Hearts and Minds which when embedded, produced a dramatic increase in Leadership capability surveys results indicating (approximately 80%) in staff engagement scores in service areas where delivered applying the 70/20/10 principles.
- Introduction of Performance /Leadership management frameworks across Customer Service giving a one view structure in line with RWE one company values.
- Implementation of Project Lead with Customer Service, SMT to embed emotional intelligence to support the cultural shift for delivery of 5 Star service aligned to Critical Behaviours/Model of Competence.
- Owner/Creator of 3D Manager which assesses Management Competence/Behaviours against external management benchmark providing costs savings of £350.000.

Provision of learning solutions, training and consultancy to key client companies including: **BT, British Airways, BP, Shell, Toyota, Barclays Bank International, Easy Jet, Sita, Royal Bank of Scotland, CBRE, Turner Townsend, Virgin Group, Vodafone, Motorola, Lang O'Rourke.**

- Project managed, designed and facilitated Remote Team Matrix Management, a programme to senior executives and management teams at Motorola, with ROI of up to 200% within UK and Europe.
- Project managed, designed and implemented Key Stakeholder Management programme for senior/middle management at Barclay Bank Personal Credit Services.
- Designed and implemented Value Based Sales programme for senior management within Vodafone Customer Service and Sales Development with 40% increase on product sales methodologies SPIN PINBOCS, Human Business Model, 9/90 Rule etc

Head of Business Transformation & Development**BT****2002 / 2007**

Business Transformation Leader taking a high-level consultative approach to improving the performance and results of BT Local Business sales units. Achieved by transforming the operational and business Behaviours to a universal standard resulting in 84 franchised outlets, with a ROI standing at £1.2M in the following areas

- Communications infrastructure
- Real Time Learning Coaching Programmes
- Contribution to new business value
- Operational development, cost reduction and enhancement
- Satisfaction of internal and external customers
- Human behaviour and culture change model deployed

INTERNATIONAL EXPERIENCE

Worked in Germany, Denmark, Poland, Russia, and Saudi Arabia

PROFESSIONAL QUALIFICATIONS

BOSIET/MIST/Medical and EBS Trained Qualified Practitioner of Psychometric Instruments, ASK Influencing Profile, Emotional Intelligence (ASE & Simmons), Verax 360 degree feedback, Transformational Leadership, Degree in Executive Coaching/Mentoring Oxford University, Real Time Learning Practitioner Organisational Management, Insights Practitioner, and D.I.S.C. Behavioural Analysis.

OTHER ACHIEVEMENTS

- Awarded the Customer Champions Award for key achievements within the customer base BT Corporate Sales.
- Awarded the Customers Innovations Award for design and implementation of Project Building the Bridge. A unique partnership between Business Sales and Engineering, revenue generation of 1.2 million across product portfolio.

MAJOR SKILLS

- **Leadership:** Inspirational leader who empowers others to reach personal/operational goals.
- **Strategic focus** Recognised for applying strategic theories into the workplace with sustainable results.
- **Consultant:** Recognised as an expert communicator delivering results through challenging interactions.
- **Coach:** Masters qualified coach, experienced in coaching at all levels including board.
- **Facilitator:** Highly skilled in facilitation practises, experienced in facilitating team, and group events at all levels.
- **Training:** Renowned as a first class training professional, skilled in diagnosis, design and delivery.