

SVEIN KJERSTAD, PMP

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IT PROJECT MANAGER / CONSULTANT

“ Svein brought great cross-border experience to a very complex project and supported our team quickly and in a straightforward manner. He is an excellent Project Manager with all the skills needed and more to lead a project to a successful conclusion. He is a fantastic colleague to work with and has a brilliant attitude and work ethic ”.

Technically gifted **IT Project Manager** with over 16 years' experience in high profile IT arenas, delivering global projects and technical solutions that directly support customer and business needs.

- Extremely organised, pragmatic and with an analytical mindset, leads by example and utilises PMI standards, Scrum frameworks and Prince2 methods to create high performing teams and achieve all targets to deadline.
- Showcases expert level technical knowledge and a brings a broad range of experience leading on all stages of developments, including design, architecture definition, programming, testing, implementation and support.
- A hands-on problem solver and multitasker with excellent communication and relationship-building skills, and expresses passion, integrity and energy when interfacing with customers, vendors and cross-cultural teams.
- Thrives in challenging arenas and constantly praised for ability to hit the ground running and get the job done.

Areas of Expertise

Project Management / Delivery
Website Build / Online Strategy
User Support / Tech Support
Risk / Change Management
IT Infrastructure / Outsourcing
Process / Policy Improvement

Operations / IT Strategy
Process Mapping / Building
Deployment / Migrations
KPIs / SLAs / QA / QC
Presentations / Best Practice
Workshops / Mentoring / Motivation

Team Leadership / Training
Customer Service / Consulting
PMI / Prince2 / Scrum
Cost Reduction / Streamlining
Architectural Solution Design
Problem Solving / Multitasking

Professional History

KJERSTAD CONSULTING LTD

JUL 2012 – PRESENT

DIRECTOR / IT PROJECT MANAGER / SOLUTIONS DEVELOPER

Established an IT Services and Project Management company which delivers bespoke solutions using PMP standards, Agile frameworks and Prince2 methodologies to support company and client objectives. Performs ongoing activities to build alliance partnerships and grow the business, while providing high-level IT support and strategic advice, ensuring all deliverables, milestones and workflow processes meet expectations and needs.

- ❖ Effectively **consulted, architected and set up** cloud solutions (Office 365) for several companies in China and Norway, receiving high praise from Chinese clients for delivering solution that worked outside the firewall.
- ❖ Strengthened the profile of an international radio station in Shanghai through the **creation of an engaging and innovative new website**, including content, Google Analytics, SEO, and Facebook ads.
- ❖ Commended for **on time, under budget delivery of projects** and smooth transition into business as usual.

HEWLETT – PACKARD EMEA, AMSTELVEEN

SEP 2010 – JAN 2012

PROJECT LEAD

Promoted to provide leadership to EMEA Integration Team and PMO and turn around large-scale, challenging project of the integration of an industrial printing company (Scitex) into one of HP's business units. Liaised with stakeholders and cross-functional teams and led on all phases of development, including defining project scope and risk, work streams, timelines and resource allocation, change management, training, and issue resolution.

- ❖ **Onboarded over 100 partners** from Scitex to HP, with all systems changed from Oracle to SAP and integration of standard tools and processes into Customer Operations, Customer Contracts, Finance, Supply Chain, Channel Partners, Solution Centre, Competency Centre, and Onsite Delivery.
- ❖ Ensured all **agents/engineers were trained** on new CRM tool after all products were moved to CRM system.
- ❖ Cultivated **effective PMI environment** that ensured velocity was maintained and all milestones were met.
- ❖ Coordinated change delivery implementations that **minimised integration impact and reduced costs**.
- ❖ Successfully launched project and ensured smooth execution by acting as effective intermediary and problem fixer in a political atmosphere and breaking down **complex issues into manageable/understandable tasks**.

PROGRAMME MANAGER – BUSINESS INFORMATION MANAGEMENT EMEA

Focal point for the deployment of an automated reporting repository in EMEA and various full lifecycle development projects as part of the global delivery strategy. Managed a team of subject-matter-experts and authored project plans, produced schedules and specifications, coordinating multiple resources accordingly.

- ❖ **Enhanced efficiencies** by moving all reporting into standard metrics and warehouses and achieved standard metric conversions for certain countries and large accounts.
- ❖ Led project that implemented end-to-end root cause analysis/corrective action planning based on results from automated reporting **and EMEA project lead for global rollout** of an advanced analytics reporting tool.
- ❖ **Swiftly addressed and resolved** all technical/operational issues presented by cross-disciplinary activities.
- ❖ Completed projects without any failures within strict deadlines and **commended for success and usability**.

PROJECT MANAGER / TECHNICAL TRANSITION MANAGER

Principal technology project lead for the coordination, management and end-to-end delivery of transitional services from global customers into HP and on major outsourcing deals, including implementation of call management system set up and services for "Fortune 50" companies.

- ❖ Successfully transitioned call management global end-user support for General Electric in **>\$200m contract**.
- ❖ Set up B2B connections from eleven different CRM systems via XML to HP's CRM system: simultaneously updated incidents through helpdesk/onsite organisations and **led on all deployment and testing stages**.
- ❖ Delivered **bespoke instruction and training clients** to further understanding of technologies and principles.
- ❖ Lauded for delivering comprehensive **customer relationship management** with clients and cross-cultural teams and for maintaining **exacting project delivery** through robust controls and cohesive processes.

Previous Posts

ESCALATION MANAGER / NPI MANAGER, HEWLETT – PACKARD EMEA, 2002 – 2004

NPI PRODUCT LINE ENGINEER / ANALYST, HEWLETT – PACKARD EMEA, 2001 – 2002

PRODUCT SOLUTIONS ENGINEER / TECHNICAL SUPPORT, HEWLETT – PACKARD EMEA, 1998 – 2001

Qualifications & Other

Prince2 foundation and practitioner training and certification, Netherlands, 2013
 Scrum Training and Certification (with scrum co-founder Jeff Sutherland), Amsterdam, 2011
 PMP® (Project Management Professional/PMI) Certification, 2005, renewed 2009/2012
 Masters Certificate in Project Management (George Washington University), 2007
 Business Analysis using Metastorm Provision, VC, 2010
 Skillsoft Project/Process Training, Amsterdam, 2009
 Project Leadership and Communication Training, Ratingen, 2007
 Project Quality Training, Brussels, 2006 / ITIL Service Lifecycle, 2006
 Project Contract Management Training/PMP Exam preparation, Brussels, 2005
 Project Scheduling and Cost Control, Geneva, 2005
 Project Risk Management, Vienna, 2005 / "Train the Trainer", Amsterdam, 2000
 MCSE+I® (1999), HP Star (1999), Network + Certifications (1999) / MCSE 2000 upgrade
 Administration and Leadership, University College, Norway, 1992 – 1996
 Served in the Norwegian Army at Ministry of Defense, 1991 – 1992 / Driving Licence AB
 Languages: Norwegian, English, Swedish, Danish, Dutch

" I would recommend Svein for any IT service delivery, customer management, project or service management role. He consistently demonstrates a passion for his work and has a keen grasp of the core elements of the task at hand ".
" Kjerstad Consulting gave us excellent support, the best options and a great solution. We highly recommend them! ".