Phil Coussens

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Location	104 Hayes Lane, Park Langley, Beckenham, Kent, BR3 6SP
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Senior Project / Programme Manager, confident, versatile & business-aligned, with 25+ years of diverse experience delivering positive business outcomes across technology, financial services & insurance sectors.

Collaborative approach to successful programme leadership, engaging with stakeholders at C-level/ Board and 3rd parties in a range of business & IT environments through outstanding negotiation and influencing skills.

Confident leader, skilled at empowering large, multi-disciplinary teams of over 30+ across various locations to consistently deliver results, with a particular focus on coaching & mentoring junior team members to succeed.

Highly accomplished in managing all areas of business including IT, Underwriting, Broking, Compliance, Marketing, Legal, Finance & Claims to deliver business critical projects in fast-paced, demanding environments.

Experience of driving transformational change, with proven track record of successfully delivering complex, cross-functional, multi-million-pound projects via application of a range of best practice methods and controls.

Key skills & business capabilities

Complex Project and Programme Leadership	Business Transformation & Operational Excellence
Budget Management & Financial Control, P&L	Mergers & Acquisitions (M&A), Business Integration
Business Cases and Benefits Realisation	Process Re-engineering & Continuous Improvement
Change Management, Cost Saving Initiatives	IT & Business Alignment, IT Service Delivery
Best Practice: Agile, Waterfall, Scrum, PRINCE2	IT Infrastructure and Software Development
Full Project Lifecycle Management & Delivery	IT System implementation and data migration
Programme Governance, Controls & Reporting	IT Outsourcing, Vendor & Supplier Management
Quality Assurance, Risk Management & Mitigation	Senior Stakeholder Management & Engagement
Cross-Functional Team Leadership & Development	Excellent Negotiation and Influencing Skills

Career to date

June 2023 to Present	SENIOR CLAIMS PROJECT MANAGER, Beazley

Responsible for development of MVP for Claims First Notice of Loss (FNOL)

- Project Managed geographically spread scrum team consisting of developers, QA, BAs and Scrum Master
- Moved the team to agile scrum best practices to ensure the transparency and constant improvement
- Negotiated contract with the 3rd party scrum team to complete MVP development to cost and schedule
- Structured ongoing contract with the same 3rd party to delivery development stream and BAU support
- Worked with key business stakeholders to agree the scope and functionality required for MVP delivery
- Ensured compliance with the Beazley delivery framework

September 2022 to Present	SENIOR PROJECT MANAGER, Aventum

Responsible to COO for scoping and initiating a number of key projects

- Supported Rokstone MGA leadership team to implement a new Exposure Management tool
- Lead data migration from an existing exposure management system, Sequel Impact, to Ebix ExposureHub
- Worked with key MGA and Broking business owners to identify and prioritise key capabilities for new PAS
- Ran RFP for new MGA and Broking Policy Administration Systems
- Ran scenario led workshops with business leads and the vendors to establish the best fit for the business
- Assessed the end user computing needs and appointed 3rd party provider to migrate to best practice solution
- Evaluated and appointed infrastructure partner to migrate Azure infrastructure to their managed service

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March 2022 to September 2022   SENIOR PROJECT MANAGER, Tysers

Responsible for managing Roll Out of Financial Crime Operations and System

- Working with newly formed centralised Financial Crimes Operations team to ensure operational readiness
- Managed 3rd party workflow system provider to meet business requirements
- Planned staged roll-out matching business capability to system capability and ensuring priorities aligned
- Ensured buy in from all areas of the business including Broking, Risk & Compliance and Operations
- Facilitated daily stand ups between the core project team of Business Analysts and business resources

November 2021 to March 2022   SENIOR PROJECT MANAGER, AXA Partners

Responsible for managing ClaimCenter roll out to 3 new Geographies

- Worked with business and IT resource to scope the project and ultimately secure €4.2M funding
- Built estimates with internal and external IT resources based on refined requirements from workshops
- Liaised with finance to validate the business case and projected payback period

April 2021 to October 2021   SENIOR PROJECT MANAGER, Aspen Re

Responsible for managing a portfolio of projects for the EMEA and APAC CIO

- Scoped sanctions screening roadmap to target real time checks for key systems and business functions
- Management of upgrade to FinScan sanctions screening software version 3 to version 6 with vendor
- Identified and remediated data issues within the existing FinScan feeds
- Initiated project to manage underwriting authority limits, moving the firm away from manual spreadsheets
- Managed the re-branding of electronic stamps, with signatures, for the global underwriting community
- Utilisation of diverse teams of internal and external on shore and off shore resources

May 2019 to April 2021   SENIOR PROJECT MANAGER, Acrisure Re

Responsible for implementing a strategic broker platform to deliver efficiencies and standardisation

- Successfully implemented OpenTWINS 3rd party system for broking, claims, IBA and operations globally
- Ensured migrations from legacy system with collaboration between internal and vendor teams
- Responsible for overall project planning across multiple business and IT workstreams
- Worked with CEO of a strategic 3rd party supplier to deliver migrations and business critical enhancements
- Implemented best practice project management appropriate for the organisation size and maturity
- Headed daily and weekly meetings with key team members, including Global and regional COOs
- Held weekly 121 meetings with workstream leads to ensure accurate reporting into project sponsor
- Created runbook and successfully delivered migration from legacy system with internal and vendor resource
- Ensured IT and business readiness across all global locations
- Implemented and rolled out VIPR bordereaux management system and data warehouse

Dec 2018 to Mar 2019   SENIOR PROJECT MANAGER, Arthur J Gallagher

Responsible for delivering a strategic data scoping project, expected to drive £3.25m in annual benefit

- Led scoping project designed to provide valuable data to improve broker and underwriter negotiations
- Shaped and oversaw project to deliver exposure reporting functionality for key lines of firm's business
- Initiated data cleanse, capture & reporting, indirectly managing 5 staff members at initial scoping phase
- Produced business case with senior stakeholders and assessed 3rd party suppliers to be taken to RFP

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Apr 2018 to Oct 2018   **SENIOR PROJECT / PROGRAMME MANAGER, Marsh**

Responsible for the largescale migration of three recently acquired businesses, with 70+ stakeholders

- Spearheaded successful transfer of 130+ staff members from recently acquired businesses into Marsh
- Matrix-managed 30+ people and reported to the UK Chief Operating Officer & divisional MDs & CEOs
- Effectively represented business in range of areas including finance, legal, HR (TUPE & Payroll) & IT
- Ensured all products aligned with Marsh wording & controls and resolved gaps with legal & compliance
- Rebranded MGA business in order for it to successfully align with the recently launched global rebrand
- Worked with local global marketing to transition websites & documentation and organise launch events
- Successfully updated and migrated Acturis to the Marsh entity, including front and back office functions

Aug 2017 to Mar 2018   **SENIOR PROJECT MANAGER, Enstar Group**

Responsible for leading migration of multiple policy & claims source systems to Eclipse & Guidewire

- Led several workstreams integral to migration delivery, including multiple integration points and reports
- Managed and oversaw the successful migration of new SharePoint-based Document Managed System
- Devised phase 2 business case focused on enhancements to existing business processes & practices
- Led geographically dispersed team of 10 staff, liaising with CIO and global COO in UK, Europe & US
- Successfully delivered business readiness for over 70+ staff worldwide & migrated c.2Tb of documents

Apr 2016 to Jul 2017   **SENIOR PROJECT / PROGRAMME MANAGER, Azur Underwriting Ltd**

Responsible for launch of Azur as a new MGA, migrating £25m+ book of business & 22 staff from AIG

- Liaised closely with AIG to ensure they were ready with IT system changes and access for launch date
- Successfully managed 20+ team of internal and external staff to successfully deliver all agreed targets
- Led TUPE of staff from AIG to Azur, ensuring contracts in place & all staff comfortable in the new firm
- Presented an in-depth marketing strategy to all brokers to ensure a smooth transition to Azur as BAU
- Oversaw launch of Azur's broker CPD site Broker iQ as early delivery to increase visibility to market
- Owned £400k+ project budget, reported to the Azur executive and attended weekly ExCom meetings
- Delivered office environment setup, ensuring all necessary telephony, laptops & desks were in place
- Managed 3rd party consultancy, services & data providers managing performance & controlling costs
- Setup Agile delivery team to develop end to end policy and claims administration system in Salesforce
- Championed a detailed business case and overarching strategy for further new product development

Jan 2016 to Mar 2016   **SENIOR PROJECT MANAGER, Legal & General**

Responsible for project leading the delivery of feasibility studies and business cases for the business

- End-to-end project management and delivery activity, including planning, scope, budgets and reporting
- Led feasibility studies & developed business cases to shape cost-saving initiatives within underwriting
- Reported related progress & outcomes within the programme structure and up to the Insurance MD

Nov 2014 to Dec 2015   **CONSULTANT SENIOR PROJECT MANAGER, Fifth Step**

Responsible for project delivery of a portfolio of 10+ IT projects and initiatives for Barbican Insurance

- Led portfolio of infrastructure projects including a Citrix & Office 2013 upgrade, working with 3rd parties
- Managed 15 internal & external resources, monitoring performance to ensure all targets were achieved
- Worked closely with vendors & hosting companies to initiate core policy administration system upgrade
- Successfully initiated IT system & infrastructure requirements for a new Barbican Insurance syndicate
- Used 3rd party software & remote developers to upgrade a core Zurich Bermuda administration system

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Oct 2012 to Oct 2014	SENIOR PROJECT MANAGER, Willis Insurance

Responsible for successful project delivery of a highly-configurable e2e policy administration system

- Developed e2e system covering all functions including quotes, claims, adjustments and cancellations
- Embedded best practice, including agile and scrum methodologies, and doubled as a Scrum Master
- Designed application for all employees, clients & end customers, providing firm with key differentiator
- Led a cross-functional 20+ team of onshore and offshore developers, Business Analysts and Testers
- Managed £2m+ project budget and implemented affinity application into first business units in China
- Updated Programme Board, Programme Director and CIO on key project progress and deliverables
- Effective transition of development team from Waterfall to Agile Scrum to deliver accelerated timelines
- Oversaw co-ordination of infrastructure and support teams to ensure smooth transition into production

Jul 2011 to Sep 2012	SENIOR PROJECT MANAGER, Brit Insurance

Responsible for successful delivery of a range of IT projects within Brit Insurance as part of PM team

- Oversaw teams of outsourced offshore staff, 3rd party vendors, contract & internal staff on key projects
- Took over £500k+ Lloyd's PMD reporting project, integrating changes to 3rd party policy admin system
- Challenged scope, objectives & benefits with sponsor to ensure that all key business drivers were met
- Regularly provided reports & progress updates to key stakeholders up to CIO, Divisional CEO & COO
- Managed all business process changes and training delivery within underwriting, actuarial and finance
- Upgraded 3rd party risk & catastrophe modelling tool & delivered Solvency II IT data lineage workstream
- Championed project to develop a standard method for producing policy schedules for the UK business
- Successfully developed new strategy which resulted in a cost saving of £500k+ & ten months duration

Early career details include

2008 to 2011	Senior Project Manager	Xchanging
2007 to 2008	Project Manager	AXA PPP Healthcare
2006 to 2007	Project Manager	ACE Group
2004 to 2006	Project Manager	RBS Insurance
2001 to 2003	Project Manager	Churchill Insurance
1996 to 2000	Project Leader	Churchill Insurance
1996 to 1996	Analyst Programmer	Cedardata
1994 to 1995	Analyst Programmer	Core Technology
1993 to 1994	Analyst Programmer	Bacon & Woodrow
1991 to 1993	Programmer	Zeda

IT, software & technical capabilities

.NET, JavaScript, C#, SAP, Oracle, Oracle HR, LoadRunner, Salesforce, Cloud computing, Eclipse, MS Azure DevOps, MS Project

Oracle Financials, SQL Server, HTML, XML Acturis, Guidewire, VMs, Citrix, OpenTWINS, Network, Firewall, LAN, WAN, Storage, Backup

Education, qualifications & additional information

Nottingham Trent University HND, Computer Studies
UK Citizen Excellent references available **Flexible on location** for the right opportunity