

 **LinkedIn**  
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## Areas of Expertise

Human Capital Management  
Time & Attendance  
Scheduling  
Implementation  
Project & Programme Management  
IT Management  
People Management  
Vendor Management  
Business Analysis  
Human Resources / Payroll  
Integration

## Professional Qualifications

Prince 2 Practitioner  
ITIL Foundation  
SharePoint Designer

## Academic Qualifications

BSc(Hon) Integrated Business Technology  
Sheffield Hallam, '96 – '97  
Diploma of HE, Informatics  
Sheffield Hallam, '94 – '96

## Personal Skills

Decision Making  
People Management  
Leadership & development  
Mentoring and coaching  
Strategic thinking

## Technical Skills

Kronos T&A / Scheduling  
Dayforce HCM  
Crystal Reports / SSRS  
SQL 2005 / 2008 / 2012  
XML / XSLT  
Windows Server  
SharePoint 2010 / 2013  
Microsoft Office  
LAN / WAN

## References

Available on Request

Kieron is an experienced consultant with 20 years' experience in the IT industry. A creative individual with excellent HCM & Workforce Management experience and skills.

Multi-skilled in IT Management, Project & Programme Management, Vendor Management with a proven track record in the HCM – WFM / HR / Payroll space.

A Technical Project Manager able to dig into the detail and understand requirements and design solutions.

Ability to lead and develop teams to deliver difficult projects with tight constraints.

Involved in helping local Charities with IT issues and strategies.

## Major Achievements of recent positions

- Designed and created an operating framework for the Cognizant WFM practice including project documentation
- Project Managed and implemented a scalable SharePoint Extranet & Intranet solution in 4 months for 8000 users at Harrods
- Project Managed a Cashless MiFare + secure ID card solution for 8000+ staff with zero interruption to sales and service
- Project Managed and implemented IT solutions and helped to redefine a HR Shared services environment including a HR portal & Case Management System
- Put in place a data migration strategy and process for a HCM project for 27k of employees.

## Consultant/Director – Bissett Consulting – Jan 2014 – Present

Working as a remote freelance consultant with previous and new customers. Upskilling teams, developing new integration solutions.

Industries: Large Retailer / International Manufacturing

## Latest Contract with Ceridian / SD Worx - August 2015 – Present

WFM Management consultant upskilling and enabling their new Dayforce team to deliver successful WFM Projects. Adding value to projects by coordinating and mentoring multiple teams.

## Senior Consultant (Snr. Manager) – Cognizant – Oct 2012 – Dec 2013

- Project and Programme management of WFM implementations and strategy development
- Develop Workforce Management Practice offering
- Defined WFM Roadmaps, Business Cases, implementation and success reviews for customers
- Partner with Kronos on multi-million pound bids, develop customer profitability models, pricing estimates
- Pre-Sales Activities including writing tenders and building financial models
- Senior SME and point of contact for Kronos implementation & delivery projects across a team of 40+ people across the world
- Develop best practice project delivery tools, documentation & sales pipeline tools using SharePoint and Excel
- Implemented several successful projects across key industries

# kieron bissett

## **People Management Application Manager – Harrods – Oct 2006 – Sept 2012**

- Led & developed a team of Business Analysts to design, develop, train, implement and support a diverse set of applications across a very unique business consisting of 8,000 employees, 8,000 concessions and up to 3,000 contractors across several unique businesses
- Responsible for HR / Payroll / Workforce Management / Access Control / Cashless Vending / Intranet / Document Management systems / Employee Self Service / People Data & Reporting systems
- Developed ROI measurements, business cases and project and programme plans
- Managed budgets, scope, tendering and package selection through to project management and implementation and finally project closure
- Developed business process strategy and operational planning, including product lifecycle, disaster recovery planning and business continuity procedures
- Developed People Management strategy and roadmap across IT, Retail and HR.
- Exposure at all levels of the company including the Managing Director, Directors, Retail, HR, Security, Distribution (Logistics) and Payroll
- Head the rollout and development of Kronos T&A and Optimised Scheduling across the business including HR / Payroll integration, labour forecasting / budget modelling and reporting moving from a manual paper based system to an electronic system

## **Application Consultant – Kronos – Jul 2004 – Oct 2006**

- Designed, planned, installed, configured and trained the Workforce Central suite of products (Time & Attendance, Employee Management software and Timekeeper hardware)
- National and International travel including 6 months in France working on high profile customers
- Analysis and documentation and configuration of a customers pay rules, including complex unionised environs
- Technical design and Integration of a variety of HR / Payroll systems (such as SAP, ResourceLink)
- Successful implementation of systems up to 40,000 employees and 1000 sites
- Managed multiple projects at once and act as an Advisory and escalation point for other Application Consultants

## **Travelling – Nov 2002 – June 2004**

As an opportunity not to be missed, I took some time out to travel with my partner and a friend, working our way to New Zealand. Activities include trekking in the Himalayas, onsen hopping in Japan, whale watching in Australia and temple travelling in Thailand and Cambodia and finally spending 4 months in New Zealand doing a variety of activities including voluntary work and adventure sports.

## **Senior Support Engineer – Lucent Technologies (now Alcatel-Lucent) – Dec 1999 – Oct 2002**

- Remote and onsite support of the VitalSuite range of products (Network and Application performance – FCAPS), escalation point for sales, pre-sales, engineers, engineering and re-sellers across EMEA & APAC
- Lead, train and develop UK support team to achieve SLA's
- National and international travel across EMEA for installation, configuration, training, maintenance, support of the product
- Assist, train and develop relations with international business partners, resellers and engineers
- 5 months spent in the US, coordinating the beta program of a new version to 35 client sites across the world, shaping the new version of the software, documenting and implementing new guides and training materials. Received the CEO Presidents award for "Outstanding Contribution for Efforts"

## **Previous Positions 1997 - 1999**

Please see website: [www.bissettconsulting.com](http://www.bissettconsulting.com) for more information.