



Tim Williams, TWC Ltd

Senior Project Manager | PMO Manager | Service Transition Lead

Driving infrastructure, cyber, and service transition programmes with governance and assurance

Executive Summary

I deliver large-scale IT, infrastructure, and cyber programmes with a focus on execution certainty, operational readiness, and governance. My work spans national EUC transformations, identity and access uplift, PMO leadership, and service transition across complex, regulated, and multi-vendor environments. I bring structure, clarity, and assurance to programmes that require disciplined delivery, stakeholder alignment, and measurable outcomes.

My track record shows repeatability across sectors including financial services, utilities, government, healthcare, and aviation. I stabilise programmes, drive adoption, and ensure services are secure, resilient, and ready for BAU. My leadership is grounded in practical delivery, strong stakeholder engagement, and a consistent ability to bring order and momentum to challenging portfolios.

Leadership Model



My leadership model is built around creating order, momentum, and assurance in complex, multi-vendor environments. I bring a structured, outcome-driven approach that strengthens delivery discipline, aligns stakeholders, and ensures services land cleanly into BAU.

Governance & Delivery Control

I establish clear frameworks, reporting rhythms, and decision pathways that bring stability to programs under pressure. My approach reduces ambiguity, improves predictability, and ensures risks, dependencies, and scope are actively controlled rather than observed.

Stakeholder Alignment & Communication

I build confidence across technical, operational, and executive stakeholders by translating complexity into clear, actionable narratives. I ensure alignment on priorities, readiness, and outcomes, enabling faster decisions and smoother delivery.

Operational Readiness & Service Sustainability

I embed service transition early, ensuring documentation, support models, and operational processes are in place before go-live. My focus is on long-term stability, not just deployment success, ensuring services are supportable, resilient, and ready for BAU from day one.

Outcome-Based Delivery

I drive programs toward measurable results — adoption, stability, risk reduction, and operational improvement. My leadership ensures that delivery is not only completed but lands with the intended business and service impact.

Role Fit

I operate confidently in senior delivery and governance roles where structure, assurance, and operational readiness are critical to success.

Roles I Fit

- Senior Project Manager
- Program Manager
- PMO Manager / PMO Lead
- Service Transition Lead
- Delivery Assurance Lead

Where I Add Most Value

- Complex, multi-vendor environments
- Regulated sectors with high governance expectations
- Programs requiring stabilisation, recovery, or delivery discipline
- Transformations with significant operational impact
- Services transitioning into BAU with sustainability requirements

What Organisation's Gain

- Predictable, controlled delivery
- Strong governance and reporting discipline
- Confident stakeholder alignment
- Clean, stable service landings
- Measurable operational and risk outcomes



Global Infrastructure & EUC Transformations

National-Scale EUC Transformations



Tesco's 126,000-device EUC refresh and HSBC's 46,000-user modernization demonstrate my ability to coordinate multi-region deployments, manage complex logistics, and stabilize large user estates

I ensured readiness, adoption, and operational continuity across environments with high regulatory and operational pressure.



Modern Workplace & Cloud-Managed Deployments

United Utilities and NFUM highlight my capability in cloud-managed EUC, device lifecycle, and secure configuration at scale. I delivered structured governance, stakeholder alignment, and controlled rollout across 32,000+ devices, ensuring stable, supportable platforms.



Sector-Specific Modernisation

At Newcastle University, I led Teams Rooms deployment and print modernisation across a diverse academic environment. I aligned technical delivery with user experience, operational support, and long-term service sustainability.

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Cybersecurity & Identity

Cybersecurity & Identity Uplift

NHS England's CAF uplift and Luton Airport's MFA, PAM, and SSO programmes show my strength in regulated cyber environments. I delivered identity uplift, strengthened access controls, and embedded governance frameworks that improved security posture and operational resilience.



PMO Leadership & Governance

PMO Build & Leadership

At Computacenter Belgium and Eversheds, I built and led PMO functions that brought structure, reporting discipline, and delivery assurance to multi-stream portfolios. I established governance frameworks, improved stakeholder confidence, and stabilised programme execution.



EVERSHEDS
SUTHERLAND

Regulated & Government PMO

My work with the FCO, NFUM, and Dounreay Nuclear/NRS demonstrates repeatability in high-governance environments. I delivered structured reporting, risk control, and portfolio alignment across programmes with strict regulatory and operational constraints.



NFU Mutual



FCDO Services



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Service Transition & BAU Integration

Service Transition & BAU Readiness

I transitioned global services for Synchrony (25,000 users), integrated Salesforce into BAU, and stabilised major programmes through structured service readiness. I ensured operational teams were prepared, documentation was complete, and services were supportable from day one.





Cloud, Platforms & Application Services

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I delivered AWS migration and SaaS integration for Telefonica, led ServiceNow development and platform uplift, and supported secure hosted infrastructure for Mitie and the Home Office. My work shows breadth across cloud, platform, and application services with strong governance and delivery control.





Legacy, Migration & Infrastructure Modernisation

Identity, Messaging & Virtualisation

Santander, the MET Office, and Unipart demonstrate my ability to modernise legacy estates, uplift identity and messaging platforms, and deliver virtualisation programmes with minimal disruption.



Large-Scale Migration & Multi-Stream Portfolios

AdminRe and DWP highlight my capability in complex, multi-stream migration and infrastructure modernisation. I brought structure, clarity, and delivery discipline to challenging environments with high operational impact.





Pre-Sales & Commercial Leadership

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I supported tendering, solution design, and commercial modeling across major bids, ensuring proposals were deliverable, costed, and aligned with operational reality.

What I Bring

I bring a repeatable, cross-domain delivery approach that strengthens execution, stabilizes programs, and ensures services are secure, resilient, and ready for BAU.

My leadership combines delivery discipline with deep experience across infrastructure, cyber, cloud, identity, and service transition.

- Execution certainty — I bring structure, clarity, and governance to complex programs, restoring confidence and ensuring predictable delivery in high-pressure, regulated environments.
- Cross-sector repeatability — My track record spans financial services, utilities, government, healthcare, aviation, and education, demonstrating a consistent ability to simplify complexity and deliver at scale.
- Operational readiness — I ensure services land cleanly, with complete documentation, aligned support models, and prepared operational teams.
- Stakeholder confidence — I communicate with clarity, align diverse teams, and create momentum in challenging environments where delivery discipline and assurance matter most.
- Long-term service value — My focus on adoption, stability, and sustainability ensures programs deliver measurable outcomes, not just technical completion.