

# Mary Mitchell Galashan

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## PROFESSIONAL PROFILE

*A highly dedicated Management Consultant with extensive experience of improving organisation efficiency and effectiveness through change management, organisation design and development in support of business transformations, process improvement and systems implementations. A motivational leader who is adept at developing and managing successful teams to ensure full delivery of company objectives. Utilises excellent communication and interpersonal skills to build mutually beneficial internal and external relationships. Able to develop innovative and creative solutions to problems within tight time-scales. Possesses a high level of commercial awareness and project management disciplines.*

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## CAREER SUMMARY

Responsible for successfully managing change management work streams within a range of business transformation programmes including:

- delivering improvements in customer service and organisational effectiveness through organisation design and development, and business process change
- improving organisational capacity, efficiency and resilience by supporting business process improvement and major systems implementations
- ensuring successful business transformations through effective business change strategies, involving staff at all levels within the organisation to ensure internal ownership of the change process
- delivering effective change programmes by clarifying business vision and key requirements, identifying organisational change imperatives and developing change plans
- managing successful engagement with Project and Programme Boards, tracking and managing delivery of programme objectives, evaluating and making recommendations through reports and regular progress updates
- developing productive working relationships with key internal and external stakeholders
- managing coaching and skills transfer to business managers to equip them with the skills to facilitate on-going organisational change and improvement.

Organisations and projects include:

- **Department for Children, Schools & Families (Jan05–Mar10)** – assisted the successful delivery of a major cross-government transformation programme. Held a variety of roles including:
  - defining change objectives and approach to implementing new ways of working
  - ensuring the successful implementation of a national IT system through the development and implementation of culture change plans
  - supporting the successful delivery of culture change programmes in local areas by developing and advising on change strategies, plans and tools
- **Irish Health Authority (Jan-Sep04)** – Supported improvements in organisational productivity and effectiveness through the roll-out of an integrated HR system and common processes to a service with 3 separate Health Boards and around 15,000 staff. Lead the change management stream to identify, plan and implement change activities.

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### CAREER SUMMARY cont.

- **Ingersoll Rand (Feb-Dec03 & Oct-Dec04)** Helped to Ingersoll Rand to take advantage of financial incentives in Ireland through set up a new trading company. Delivered the organisation design for the new company. Managed change processes to support migration of functions from European subsidiaries into the new model and implementation of new ERP system.
- **Transport for London (Jan03)** Helped to improve organisational effectiveness through organisation restructure. Worked with executives to agree the overall responsibilities and structure of a new department and to plan transfer of functions and staff.
- **Royal Mail (Oct01-Sep02)** Improved customer service and organisational effectiveness through change management activities to support the implementation of an integrated Campaign Management system across 12 business units.
- **Bank of Ireland (Jan-Aug01)** Improved customer service and productivity by integrating 3 product-focused subsidiaries into a single customer-focused entity as part of a CRM transformation.
- **American Express (Dec00)** Provided clarity of working arrangements and improved productivity through design of new organisation structures, roles and performance management frameworks in support of new on-line business channels.
- **Sun Bank (Mar-Nov00)** Successful delivery of organisational restructure and process change in support of a new CRM strategy.
- **Egg (Feb–Nov99)** Developed options for increasing organisational capacity and resilience as part of IT transformation project following a period of very rapid growth.
- **Lloyds TSB (Nov98)** Advised on CRM plans and business processes.
- **Alex Lawrie (Jan-Oct98)** Major process and systems review for UK's largest factoring company.
- **Liverpool Victoria (Jun96-Dec97)** Supported implementation of a new business vision and CRM strategy through management of change workstream.

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### EMPLOYMENT HISTORY

2004 –date	<i>Director, M&amp;M Enterprises Ltd (Independent Consultancy)</i>
2001-2004	<i>Manager, People Competency, Deloitte Consulting</i>
1996-2001	<i>Senior Manager, Business Transformation, Cap Gemini UK plc</i>
1994-1996	<i>Systems Manager, CIA Group plc, London</i>
1991-1994	<i>Consultant, Charringtons Fuels Ltd, Bishops Stortford</i>
1988-1991	<i>Systems Manager, The LEK Partnership, London</i>
1986-1988	<i>Information Centre Manager, United Bank of Kuwait, London</i>
1978-1985	<i>Research Chemist, Unilever Research, Bedford</i>
1976-1978	<i>Research Assistant, Rowallan Creamery, Kilmarnock</i>

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### EDUCATION AND QUALIFICATIONS

<b>MSc.:</b>	Information Technology (1986)
<b>BSc. (Hons.):</b>	Food Science (1976)

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### PERSONAL DETAILS

<b>Driving Licence:</b>	Full/Clean
<b>Health:</b>	Excellent; non-smoker