

V23 Major Projects _Paul Muldoon_20260520

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- 2026: Onboarding global energy business (DHL Supply Chain)

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Major Projects:

The objective of this document is to provide additional high-level context in relation to major projects managed over the past years. On a generic basis, many of the major projects delivered involved the following team resource / work streams.

- Design solution architects
- Data scientists/analysts
- Supply chain modelling / CAP studies
- Finance
- Fleet and procurement
- HR Business partners, change champions.
- IT (Architects, Developers, Integration, ERP, WMS, TMS, configuration) teams
- Legal and contracting
- Operational management, operational users, customer users
- Property, facilities,
- Health, safety and environment
- Security
- 3rd party suppliers

To avoid over complicating the document, I did not necessarily or specifically mention each of these in the breakdown relating to the work streams. If required, I could discuss further. For some client named specific projects I am bound by confidentiality and therefore not able to disclose the value of the project or the associated transactional values.

1. 2000: Network optimization B2C

1.1 My Role: Project Manager and Commercial Owner,

1.2 Reporting to: Project Board (Operations Director, Customer Global Logistics Head, Supplier General Manager)

1.3 Brief: Introduction of a B2C solution to serve a Major Technology customer, evening deliveries, time deliveries, provision of visibility, customer service and competitive pricing. : Product migrated from a Freight Network to a Parcel network, Parcel Network adapted to allow for evening deliveries between 1600 and 2100 hrs. Market opportunity developed to support customer growth in this market

1.4 Major changes:

1.4.1 Evening deliveries / Courier training / processes

1.4.2 Introduction of dedicated customer service team

1.4.3 Introduction of new financial processes, pricing

1.4.4 IT development, new labels, service types, EDI messaging

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- 1.5 Type: Business Change / Implementing Change / Processes / Cost
- 1.6 Size of Project: Plus 75 K deliveries in year one, Value over 1 M STG
- 1.7 Number of People: Circa 45 people,
- 1.8 Location: 2 Sources of receipt in UK, via 106 delivery points to multi customers
- 1.9 Internal / External: Internal organization and external to client
- 1.10 Organization: Matrix set up both internal and external

2. 2000: UK Network introduction of scanning design/implementation

- 2.1 My Role: Solution Design and Project Lead Operational
- 2.2 Reporting to: Project Steering Group (Operations Director, Finance Director, IT Director)
- 2.3 Brief: Design and implement a scanning methodology /solution to replace manual checking / handling process across UK network
- 2.4 Major changes:
 - 2.4.1 Move from manual freight checking to scanning
 - 2.4.2 IT infrastructure, Antennas, handheld
 - 2.4.3 IT development, new business rules, bar code labeling
 - 2.4.4 Staff training
 - 2.4.5 New Business processes
- 2.5 Type: Innovation / Technology Implementation / Processes
- 2.6 Size of Project: 22 Branches, up to 800 employees
- 2.7 Number of People: Direct Circa 30 people
- 2.8 Location: UK Branch Network
- 2.9 Internal / External: Internal
- 2.10 Organization: Pyramid and Matrix

3. 2001: New Site / Distribution Partner in Ireland

- 3.1 My Role: Project Manager and Commercial Owner, reporting to Operations Director
- 3.2 Reporting to Emergency War Room: (Operations Director, Supplier MD) (Lesser extent Customer Global Logistics)
- 3.3 Brief: Within 3 business days implement a new distribution partner in Ireland to support business continuity of all business to/from UK/IE, thereafter develop / implement sustainable business processes, that would support physical handling, on time deliveries, customer service support
- 3.4 Major Changes:
 - 3.4.1 New Hub handling business inbound/ outbound to UK
 - 3.4.2 Additional vehicles to fleet
 - 3.4.3 Staff training Ireland on business processes
 - 3.4.4 Key stakeholders in UK informed of changes to set up / contacts
 - 3.4.5 Expansion of customer service team Ireland
 - 3.4.6 Sales / support visits to customer base

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3.5 Type: Business change / Implementing change / Processes / Systems

3.6 Size of Project: 4 M circa

3.7 Number of People: Direct 12

3.8 Location: 4 Hubs in Ireland and 3 in UK

3.9 Internal / External: Internal

3.10 Organization: Matrix

4. 2001: Implementation of multiple new flows to France from multiple sources

4.1 My Role: Project Manager for Operational Implementation,

4.2 Reporting to: Project Board (Operations Director, Customer Global Logistics Head)

4.3 Brief: Following new business award from a Major technology Client, implement new business to France from multiple origin locations in Europe

4.4 Major changes:

4.4.1 Operational capacity increased to support volume increase

4.4.2 Staff recruitment

4.4.3 Staff training in each location in Europe (Scotland, Netherlands, Luxemburg, France)

4.4.4 IT development to support new business

4.4.5 Financial process changes to accommodate new business

4.5 Type: Business change / Implementing change / processes

4.6 Size of Project: Circa 6 M

4.7 Number of People: Directly 12

4.8 Location: France various, UK, Ireland, Belgium, Netherlands, Czech Republic, Luxemburg

4.9 Internal / External: Internal and External

4.10 Organization: Matrix

5. 2001: Move of major Hub, Mossend to Moorfield

5.1 My Role: Project Manager and Commercial Owner

5.2 Reporting to: Project Executive

5.3 Brief: Transfer all activities supporting a Major high volume Technology customer from one hub to another, maintaining business continuity, including site building works.

5.4 Major changes:

5.4.1 Staff relocation / restructure

5.4.2 IT Development

5.4.3 Staff training

5.4.4 Business processes adapted into new Location

5.4.5 Fleet relocation

5.4.6 Facility upgraded, including new docks being cut out, docks upgraded, lighting upgraded, ground works, additional security fencing

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5.5 Type: Business change / Implementing change / Relocation of people / processes / Cost/Budget

5.6 Size of Project: 8 M

5.7 Number of People: Directly 60 / 80 involved

5.8 Location: Scotland, Mossend, Moorfield

5.9 Internal / External: Internal

5.10 Organization: Matrix

6. 2001: Electronic billing / self-billing

6.1 My Role: Project Executive and Commercial Owner, with IT project Manager reporting to myself

6.2 Reporting to: Corporate Management (Internal/external)

6.3 Brief: Migration from a manual billing methodology to an electronic self-billing mechanism to support customers drive for innovation.

6.4 Major changes:

6.4.1 IT development to support electronic billing from point of Delivery transactions

6.4.2 Customer service and finance teams trained

6.4.3 New business processes introduced

6.4.4 New customer engagement model for billing introduced

6.5 Type: Innovation / Business Change / Systems / processes

6.6 Size of Project: 12 M

6.7 Number of People: Directly 14

6.8 Location: 3 locations including customer service, finance and IT

6.9 Internal / External: Internal and External

6.10 Organization: Matrix

7. 2001: Setting up of overflow hub/stock locations UK/NL

7.1 My Role: Design solution, Project Manager and Commercial owner

7.2 Reporting to: Operations Director

7.3 Brief: Following manufacturing relocation to Eastern Europe required several strategic/flexible holding and mini hubs to be set up to support holding of stock, that would support a customer call of Programme and maintain same process standards on a generic basis

7.4 Major changes:

7.4.1 Sourcing and visiting locations

7.4.2 Procuring costs

7.4.3 Business processes implemented across each location

7.4.4 Staff training of supplier and control center

7.4.5 IT Infrastructure deployed across sites

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7.5 Type: Business change / Implementing change / Relocation of people / systems / processes

7.6 Size of Project: 8 M

7.7 Number of People: Direct 15

7.8 Location: 7 locations, 6 in UK Midlands and 1 in Nijmegen Netherlands

7.9 Internal / External: Internal

7.10 Organization: Matrix

8. 2002: New EDI infrastructure

8.1 My Role: Project Manager and Commercial Owner

8.2 Reporting to: Executive management

8.3 Brief: Following Major Technology acquisition, requirement to migrate business process and EDI processes to fit new parent company

8.4 Major changes:

8.4.1 IT development of new messaging, concept

8.4.2 IT scanning equipment re programmed

8.4.3 Staff training of all operators on new bespoke business process

8.5 Type: Innovation / Business change / Implementing change / Systems / processes

8.6 Size of Project: 12 M

8.7 Number of People: Directly 8

8.8 Location: Multiple

8.9 Internal / External: Internal/External

8.10 Organization: Matrix

9. 2002: Customer Mfg. site transition / Hub relocation

9.1 My Role: Project Manager

9.2 Reporting to: Project Board (Operations Director, Customer Global Logistics Head)

9.3 Brief: Following change to supply chain source, requirement to implement existing processes at a new Hubs to support the customer, who relocated from a parts fulfilment and stock location in Scotland to that of two new centers, one in Netherlands and one in Midlands

9.4 Major changes:

9.4.1 Increasing capacity at Hubs in UK Midlands and Eindhoven Netherlands

9.4.2 Additional vehicle capacity introduced

9.4.3 Staff deployment locally, staff from Scotland deployed to support transition

9.4.4 Business processes with customer and internal

9.4.5 Staff training all

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9.5 Type: Implementing Change / Relocation of people / systems / processes

9.6 Size of Project: 6 M

9.7 Number of People: Directly 12-15

9.8 Location: Northampton UK, Born Netherlands

9.9 Internal / External: Internal and External

9.10 Organization: Matrix

10. 2003: Branch relocation / organization restructure

10.1 My Role: Project Manager and Commercial Owner

10.2 Reporting to: Operations Director

10.3 Brief: To close a network branch, relocating all activities to another facility, maintaining business continuity through a period of change including a high percentage of redundancies.

10.4 Major changes:

10.4.1 HR: Restructure, staff redundancies, staff relocations

10.4.2 Transfer of holding stock/s to other customer locations

10.4.3 Transition of all handling equipment, forklifts/reach trucks, battery charging

10.4.4 Relocation of fleet

10.4.5 Site dilapidation Programme introduced

10.4.6 Business continuity plans to allow switch to off / switch on of branches smoothly

10.5 Type: Implementing change / relocation of people / processes / cost/budget

10.6 Size of Project: 5 M

10.7 Number of People: 40 to 60 people

10.8 Location: 2 locations in Scotland

10.9 Internal / External: Internal

10.10 Organization: Matrix

11. 2004: Project future

11.1 My Role: Project Manager from Supplier side, working with Project Manager from Customer side

11.2 Reporting to: (Operations director, Customer 3 PL Network Director, European COG Director)

11.3 Brief: A Programme of projects that supported the implementation of the entire new contract with a Major Technology Client through the course of 2004 across multiple corporate business units / across all of Europe to support client ensuring business continuity throughout with improved generic processes to support.

11.4 Major changes:

11.4.1 New IT development of new EDI messaging format, bespoke requirements

11.4.2 Migration from Multiple IT platforms to one IT platform

11.4.3 Migration from multiple customer contact centers to One single point of contact in Europe

11.4.4 Introduction of Centralized billing for all of Europe via one team / system

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- 11.4.5 Introduction of New Business process, complete re write of all existing business processes
- 11.4.6 Ensure business continuity / service levels during phased implementation/s
- 11.5 Type: Implementing systems / Business change / Implementation / processes
- 11.6 Size of Project: 55 M
- 11.7 Number of People: Circa 100 people direct throughout, hundreds indirect effected
- 11.8 Location: All European and Central Asia countries included
- 11.9 Internal / External: Internal and External
- 11.10 Organization: Matrix

- 12. 2005: Organizational transformation project / restructure / EDI automation**
- 12.1 My Role: Project Manager and Operational Owner
- 12.2 Reporting to: (Operations Director / HR Director)
- 12.3 Brief: Restructure Customer Control Tower team from 38 to 27 people, transform business process through increased EDI automation
- 12.4 Major changes:
 - 12.4.1 IT development to support more automation in EDI creation
 - 12.4.2 Business process changes to reduce manual intervention in EDI creation
 - 12.4.3 Staff training of new processes/ roles
- 12.5 Type: Innovation / implementing change / Implementing systems / relocation of people / Cost Budget
- 12.6 Size of Project: 1.5 M
- 12.7 Number of People: 45 people
- 12.8 Location: Mossend Scotland
- 12.9 Internal / External: Internal
- 12.10 Organization: Pyramid

- 13. 2006: End to end solution 2006 from Asia to Europe**
- 13.1 My Role: Design Solution, Project Manager European side
- 13.2 Reporting to: Global Project Manager and Operations Director
- 13.3 Brief: Innovative design to support a multi model, End to End solution from Asia to Europe for a Major Technology Client promoting end to end visibility, consolidation, process efficiencies. Thereafter implementation from European side.
- 13.4 Major changes:
 - 13.4.1 Design solution pre bid, converting from concept to reality
 - 13.4.2 IT Design solution developed with External and Internal IT teams
 - 13.4.3 IT Infrastructure deployed (Antennas, Mobile printers, handheld, Server)
 - 13.4.4 Entirely new business processes wrote from scratch to accommodate operations in Asia, Europe, that created a joined-up end to end solution
 - 13.4.5 Bespoke consolidation solution developed at origin Hong Kong using IT solution (cutting edge)
 - 13.4.6 Training of all staff, Hong Kong, Various locations in Europe

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- 13.5 Type: Innovation / Technology Implementation / Processes / cost /budget consolidation
- 13.6 Size of Project: 18 M in 1st year 2006, deployed in other regions thereafter
- 13.7 Number of People: Circa 20 Direct
- 13.8 Location: Hong Kong, Malaysia, Various European destination countries
- 13.9 Internal / External: Internal and External
- 13.10 Organization: Matrix

14. 2007: Network 4-day solution 2007/2008 from Asia to Europe

- 14.1 My Role: Design solution, Project Manager European side and Business Owner
- 14.2 Reporting to: Project Board (MD, Customer Global Logistics Head, Global Sales Manager)
- 14.3 Brief: Support a Major Technology Client to develop and implement a 4-business day solution from Hong Kong to Europe.
- 14.4 Major changes:
 - 14.4.1 Review of every zip code/post code in Europe to determine existing network capability from Amsterdam to All within 2 business days
 - 14.4.2 Design solutions to accommodate each zip code in Europe utilizing multi solutions
 - 14.4.3 Five types of network solution deployed to support European wide Programme thereafter
 - 14.4.3.1 Freight type solution in Europe
 - 14.4.3.2 Freight solution upgraded with Double Man network line hauls to speed up transit times
 - 14.4.3.3 Express ground solution supporting the next zones of post codes
 - 14.4.3.4 Express Air solution to support all outlying areas in Europe
 - 14.4.3.5 Bespoke solutions developed for high volume post codes, including double man / triple man trucks
 - 14.4.4 IT developments to accommodate multi post code solution, interfaces
 - 14.4.5 New labelling solutions in Hong Kong to accommodate network solution changes
 - 14.4.6 New business process written and trained out across major hubs handling business
 - 14.4.7 Financial re modelling / budget changes
- 14.5 Type: Business change / Innovation / Technology implementation / processes / Budget
- 14.6 Size of Project: 22 M
- 14.7 Number of People: Circa 30 direct, various indirect
- 14.8 Location: Hong Kong, Various European destination countries
- 14.9 Internal / External: Internal and External
- 14.10 Organization Matrix

15. 2008: Door to door implementation 2008

- 15.1 My Role: Business Owner and Project Manager European side, reporting Global PM,
- 15.2 Reporting to Project Board: (MD, Customer Global Logistics Head, Global Sales Manager)
- 15.3 Brief: Implement the 2006 E2E solution for another Major Technology customer from Hong Kong to Europe
- 15.4 Major changes:
 - 15.4.1 Copy many of the developments made in 2006, adapt IT systems accordingly

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- 15.4.2 Previous Business processes written, adapted to suit new client
- 15.4.3 Customer training
- 15.4.4 Staff training
- 15.5 Type: Innovation / Technology Implementation / Processes / cost /budget consolidation
- 15.6 Size of Project: 15 M
- 15.7 Number of People: Circa 20 direct
- 15.8 Location: Hong Kong, Malaysia, Various European Destinations
- 15.9 Internal / External: Internal and external
- 15.10 Organization: Matrix

16. 2008: Network optimization 2008 ex Venlo

- 16.1 My Role: Design solution, Business Owner and Project Manager
- 16.2 Reporting to Project Board: (MD, Customer Global Logistics Head, Global Sales Manager)
- 16.3 Brief: Develop and implement a network optimization Programme to support new business utilizing different modes of transport to drive cost benefits to major Technology Client
- 16.4 Major changes:
 - 16.4.1 Introduction of Freight and Express Parcel solution
 - 16.4.2 Development of IT to accommodate, different types of labelling
 - 16.4.3 Development of IT to support different messaging
 - 16.4.4 Business process re-write
 - 16.4.5 Staff/ customer training
 - 16.4.6 Finance process / modelling
- 16.5 Type: Business Change / Innovation / Technology Implementation / processes / Budget
- 16.6 Size of Project: 6 M
- 16.7 Number of People: Circa 8 direct
- 16.8 Location: Venlo, Eindhoven and Utrecht Netherlands to various European Countries
- 16.9 Internal / External: Internal and External
- 16.10 Organization: Matrix

17. 2008: Multi model Ocean implementation via strategic hubs

- 17.1 My Role: Design solution, Operational Owner, Project Manager for European side, reporting to Executive
- 17.2 Reporting to Project Board: (MD, Customer Global Logistics Head, Global Sales Manager)
- 17.3 Brief: Supporting a Major technology Client who wished to reduce the amount of business sent via Airfreight by 40 %, Develop and Implement an Ocean Programme from Asia to all EMEA, providing a solution that supports both FCL modes, LCL modes through consolidation and distribution through strategic network hubs.
- 17.4 Major changes:
 - 17.4.1 Convert pre bid design solution into reality
 - 17.4.2 Business process written from scratch to accommodate multi solutions within (Full Containers Ocean, less than Container Load)

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- 17.4.3 Development of consolidation centers in Asia, Yantian and Shanghai
- 17.4.4 Development of strategic deconsolidation hubs in Europe
- 17.4.5 IT development to facilitate new business rules, directing data to strategic hubs
- 17.4.6 Business processes trained out in Asia and Europe
- 17.4.7 Financial processes adapted
- 17.4.8 Deployment of all new business
- 17.5 Type: Innovation / Technology Implementation / Processes
- 17.6 Size of Project: 15 M
- 17.7 Number of People: Direct 30 plus
- 17.8 Location: Strategic origin locations in Shenzhen, Shanghai, Strategic Hubs in Eindhoven, Frankfurt, Vienna, Coalville,
- 17.9 Internal / External: Internal and External
- 17.10 Organization: Matrix

18. 2009: Consolidation project 2009 dropship

- 18.1 My Role: Design solution, Commercial Owner, Project Sponsor with a Project Manager reporting into myself.
- 18.2 Reporting to: MD and Customer Senior Management
- 18.3 Brief: Deliver cost saving benefits to a Major Technology client, by process redesign, that allowed for improved consignment consolidation, improved visibility, EDI being created on physical shipments in Europe, delivery predictability improved by recalibrating on physical receipt into Europe, maintaining business continuity throughout
- 18.4 Major changes:
 - 18.4.1 Business processes re written
 - 18.4.2 IT development to change business rules / EDI
 - 18.4.3 Staff training across all sites of new business processes
 - 18.4.4 Customer training of business process change
- 18.5 Type: Innovation / Technology Implementation / Processes / Cost consolidation
- 18.6 Size of Project: 3 M
- 18.7 Number of People: Circa 16 direct
- 18.8 Location: 7 strategic hub locations across Europe
- 18.9 Internal / External: Internal
- 18.10 Organization: Matrix

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- 19. 2009: Consolidation Eindhoven 2009 Venlo**
- 19.1 My Role Design solution, Business owner, Project Sponsor with 3 Project Managers reporting to myself
- 19.2 Reporting to: Project steering group: (MD, Customer procurement director, Global Sales Manager)
- 19.3 Brief: Deliver cost saving benefits to a Major Technology client, by implementing New IT solution that would support a series of innovations including consignment consolidation, network optimization, multiple networks, (Freight, Parcel, Airfreight), Including change to operating pattern within a major Hub, maintaining business continuity throughout.
- 19.4 Major changes:
- 19.4.1 Operational Hours of a Major Hub changed, including a shift to extensive activities being handled on a nightshift
- 19.4.2 IT Infrastructure/hardware investment, implemented + implemented
- 19.4.3 IT software development external and internal suppliers + implemented
- 19.4.4 Introduction of Freight and Express Parcel solution
- 19.4.5 Business process re-write
- 19.4.6 Staff/ customer training
- 19.4.7 Finance process / modelling

- 19.5 Type: Innovation / Technology Implementation / Processes / Cost consolidation
- 19.6 Size of Project: 6 M
- 19.7 Number of People: Circa 20
- 19.8 Location: Eindhoven Netherlands
- 19.9 Internal / External: Internal and External
- 19.10 Organization: Matrix

- 20. 2009: Pre call Programme implementation 2009**
- 20.1 My Role: Design solution, Commercial Owner, Project sponsor, with Project Manager reporting to myself
- 20.2 Reporting to: Customer Procurement Director
- 20.3 Brief: Develop and implement a solution that would deliver a centralized co-ordination center that would be responsible to ensure that specific customers in Europe would receive customer experience calls prior to the delivery of their product, supporting a Major Technology client
- 20.4 Major changes:
- 20.4.1 Coordination center developed to support
- 20.4.2 Business process written from scratch / implemented
- 20.4.3 Staff training
- 20.4.4 IT software changes developed/implemented

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- 20.5 Type: Business change / Implementing change / Processes
- 20.6 Size of Project: 100 K GBP
- 20.7 Number of People: circa 5 people
- 20.8 Location: Mossend Scotland, reaching out to circa 18 countries in Europe
- 20.9 Internal / External: Internal and External
- 20.10 Organization: Matrix

- 21. 2010: Multi consolidation 2010 of all multi model flows for mainland Europe**
- 21.1 My Role: Solution design, Commercial Owner, Project Manager
- 21.2 Reporting to: (CEO, SVP Technology, Global Sales Manager)
- 21.3 Brief: Enhance existing consolidation process in South China and Netherlands, by developing and implementing a Consolidation / Optimization model in Eindhoven that would support a Major technology client, supporting distribution across Europe irrespective of Origin or mode of transportation
- 21.4 Major changes:
 - 21.4.1 Operational Hours of a Major Hub adapted, including a shift to extensive activities being handled on a nightshift
 - 21.4.2 IT software development external and internal suppliers + implemented
 - 21.4.3 Business process re-write
 - 21.4.4 Staff/ customer training
 - 21.4.5 Finance process / modelling
- 21.5 Type: Innovation / Implementing Technology / Implementing change / processes / relocating people / cost consolidation
- 21.6 Size of Project: 18 M
- 21.7 Number of People: Circa 15 direct
- 21.8 Location: Hong Kong, Eindhoven
- 21.9 Internal / External: Internal
- 21.10 Organization: Matrix

- 22. 2010: Re implementation of GB door door business August 2010**
- 22.1 My Role: Commercial Owner, Project Manager
- 22.2 Reporting to; (Global Sales Manager, CEO, Customer Global Logistics Head)
- 22.3 Brief: Re implement high volume business for a Major Technology client within 2 weeks of announcement. (This would later win awards from Global Head)
- 22.4 Major change:
 - 22.4.1 Previous 2006 Project re-implemented
 - 22.4.2 Securing business capacity
 - 22.4.3 Business process adapted
 - 22.4.4 Retraining of staff in Hong Kong, Shanghai, UK

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- 22.5 Type: Business change / Implementing change / processes / relocating people
- 22.6 Size of Project: 9 M
- 22.7 Number of People: circa 15 direct
- 22.8 Location: South/East China to UK/Ireland
- 22.9 Internal / External: Internal and external
- 22.10 Organization: Matrix

23. 2010: C&FT implementation 2010 OCT

- 23.1 My Role: Commercial Owner, Team Manager
- 23.2 Reporting to: (Global Project Manager, XBU SVP and CEO)
- 23.3 Brief: Change ownership from multi supplier CFT (Customs and foreign trade) providers to a single provider, maintain business continuity, supporting customs activities of a Major Technology company
- 23.4 Major change:
 - 23.4.1.1 Business process write from scratch
 - 23.4.1.2 Staff training
 - 23.4.1.3 Customer training
 - 23.4.1.4 IT software development
- 23.5 Type: Business change / Implementing change / Implementing Technology / Process
- 23.6 Size of Project: Est. 2 M
- 23.7 Number of People: Circa 60 indirect
- 23.8 Location: Various across Europe
- 23.9 Internal / External: Internal and external
- 23.10 Organization: Matrix

24. 2010: Global Network optimization project

- 24.1 My Role: Solution design, Team Manager
- 24.2 Reporting to (CEO, Global Sales Manager)
- 24.3 Brief: Network optimization study / project reviewing various aspects of Global supply chain for a Major Technology Company, where output requirement was to produce recommendations and solutions that would deliver cost benefits, carrier reduction, consolidation, visibility (7-month feasibility study/proposal)
- 24.4 Type: Innovation / cost consolidation < Project stopped>
- 24.5 Size of Project: Multi Million
- 24.6 Number of People: Circa 20 direct
- 24.7 Location: Various
- 24.8 Internal / External: Both
- 24.9 Organization: Matrix

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- 25. 2011: Implementation of control tower for ocean freight**
 - 25.1 My Role: Design solution, Commercial Owner, Project Manager
 - 25.2 Reporting to: (XBU SVP, Customer Global Logistics Head, CEO, Global Sales Manager)
 - 25.3 Brief: Improve the customer experience of a major technology company, consolidate communications and processes to one location, supporting EMEA Ocean Programme
 - 25.4 Major change:
 - 25.4.1 **Migration legacy processes into new business process (written from scratch)**
 - 25.4.2 **Staff recruitment**
 - 25.4.3 **Staff training**
 - 25.5 Type: Innovation / Implementing change / Relocating people / process
 - 25.6 Size of Project: 250 K circa
 - 25.7 Number of People: Circa 8-12 Direct
 - 25.8 Location: Scotland, China, Multiple European Destinations
 - 25.9 Internal / External: Internal mainly, external client
 - 25.10 Organization; Matrix

- 26. 2011: European customer network optimization study**
 - 26.1 My Role: Design solution, Team Manager
 - 26.2 Reporting to (Global Sales Manager and CEO)
 - 26.3 Brief: To develop potential Operational, IT and pricing that would support a network optimization study for a Major technology client
 - 26.4 Type: Innovation / Cost consolidation < project stopped>
 - 26.5 Size of Project: Multi Million
 - 26.6 Number of People: Circa 20 direct
 - 26.7 Location: Various in Europe
 - 26.8 Internal / External: Internal
 - 26.9 Organization: Matrix

- 27. 2012: Implementation of new flows / sources June onwards**
 - 27.1 My Role: Design solution, Commercial Owner, Project Manager
 - 27.2 Reporting to: (CEO, Customer Global Logistics Head, Global Sales Manager)
 - 27.3 Brief: To develop and implement new business flows from multiple locations to GB/IE for a Major Technology client
 - 27.4 Major change:
 - 27.4.1 **Business process written from scratch and implemented**
 - 27.4.2 **Securing business capacity**
 - 27.4.3 **Training of staff**
 - 27.4.4 **IT software development**

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- 27.5 Type: Innovation / Implementing change / Implementing Technology / Processes
- 27.6 Size of Project: Multi Millions
- 27.7 Number of People: Circa 15 direct
- 27.8 Location: Netherlands, Hungary, Various locations China
- 27.9 Internal / External: Internal and external
- 27.10 Organization: Matrix

28. 2012: Electronic billing

- 28.1 My Role: Commercial Owner, Project Sponsor with Project Manager reporting to myself
- 28.2 Reporting to; (Global Sales Manager)
- 28.3 Brief: Design and implement an EDI billing solution to support a major technology client within a limited time window
- 28.4 Major change:
 - 28.4.1 IT development from scratch of new solution / implementing
 - 28.4.2 Financial processes / training
- 28.5 Type: Innovation / Implementing technology / Processes
- 28.6 Size of Project: 100 K circa
- 28.7 Number of People: 5 direct
- 28.8 Location: Scotland, Malaysia, China
- 28.9 Internal / External: Internal and External
- 28.10 Organization: Matrix

29. 2013: Migration hub to hub 2013 in UK

- 29.1 My Role: Design solution, Commercial Owner and Project Executive with Project Manager reporting to myself
- 29.2 Reporting to corporate (MD, Customer Global Logistics Lead)
- 29.3 Brief: Migrate High volume business for a Major Technology client from one Hub in the UK to another, maintain business continuity. Implement process changes that would deliver additional cost benefits through consolidation and optimization. Introduce additional processes for holding product to customer required date, introducing additional processes to support value add activities, product reconfiguration.
- 29.4 Major changes:
 - 29.4.1 Sourcing and procuring location
 - 29.4.2 Design solution from concept to execution
 - 29.4.3 Take existing business process, maintain them, enhance them
 - 29.4.4 Introduce new business processes covering all activities
 - 29.4.5 Staged implementation of high-volume business from site A to Site B
 - 29.4.6 Operation of a twin site solution during implementation
 - 29.4.7 IT development

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- 29.4.8 Staff recruitment, redeployment
- 29.4.9 Staff training
- 29.5 Type: Innovation / Implementing change / Relocating people / Relocating systems / relocating process / Implementing Technology / Cost consolidation
- 29.6 Size of Project: Multi Million
- 29.7 Number of People: Circa 30 people
- 29.8 Location: UK Midlands
- 29.9 Internal / External: Internal
- 29.10 Organization: Matrix

- 30. 2013: New design solution for Hub operation**
- 30.1 My Role: Design solution, Project Executive < Project stopped pending finance>
- 30.2 Reporting to corporate (MD, Customer Global Logistics Lead)
- 30.3 Brief: As a follow-on project, design innovative solution that will enhance the execution and efficiency of recent Hub Migration. Implementation stage (pending approval to start)
- 30.4 Type: Innovation / Implementing Technology
- 30.5 Size of Project: 150 k circa, Multi Million Business
- 30.6 Number of People: Circa 20 people
- 30.7 Location: UK Midlands
- 30.8 Internal / External: Internal and External
- 30.9 Organization: Matrix

- 31. 2014: New methodology for engaging and communicating with LSP community**
- 31.1 My Role: Global Programme Manager
- 31.2 Reporting to corporate: (CCO) Chief Commercial Officer and (CCSO) Chief Customer Success Officer
- 31.3 Brief: Introduce a new methodology for engaging and communicating with (LSP) Logistics Service Providers, that delivered standardization, better utilization of assets, increasing operational efficiencies for Trax and reducing the need for LSP community to make completely new integrations each time a new customer required to be on boarded, saving project management and development time
- 31.4 Major changes:
 - 31.4.1 Design solution from concept to execution
 - 31.4.2 Take existing business processes, standardize and enhance them
 - 31.4.3 Promote re utilization of existing shared assets with reduction in reengineering
 - 31.4.4 Consolidation of resources focused towards specific LSP companies, increasing knowledge, building relationships
 - 31.4.4.1 IT development, reduce the overall need to build new electronic pipes, feeds and mapping externally/internally each time a new customer is awarded saving a conservative value of £5000 per LSP/occasion
 - 31.4.5 Staff recruitment, of a project manager to support workload in Philippines

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- 31.4.6 Staff training of all Technical and LSP facing teams across the Global studios
- 31.5 Type: Change Management and Innovation
- 31.6 Time: June 2014 – December 2014
- 31.7 Size of Project: 1.6 M per annum
- 31.8 Number of People: 25 direct and 45 indirect
- 31.9 Location: Glasgow, Singapore, Cebu, Scottsdale, Costa Rica
- 31.10 Internal / External: Internal and External
- 31.11 Organization: Matrix

- 32. 2014: Development of a new (SDM) Solution Delivery Methodology**
- 32.1 My Role: Work stream lead
- 32.2 Reporting to corporate: CCSO (Chief Customer Success Officer)
- 32.3 Brief: To develop a new methodology that can be packaged and provided to new clients through on the different mediums, on site consultation, web portals, data collection repositories. Methodology was built to standardize and scale future deployments through a repeatable Programme.
- 32.4 Major changes:
- 32.4.1 Building of web portal on google sites, hosting templates, documentation and training materials
- 32.4.2 Design solution from concept to execution
- 32.4.3 Take existing business processes, standardize and enhance them
- 32.4.4 Staged approach focusing on new clients being on boarded via new methodology
- 32.4.5 Limited IT development
- 32.4.6 As SME, staff training of peer group that would be interacting with new clients
- 32.5 Type: Change Management and Innovation
- 32.6 Time: July 2014 – November 2014
- 32.7 Size of Project: * Client specific confidential
- 32.8 Number of People: 30 Sales and Professional Services team members
- 32.9 Location: Prototype on site with clients in Amsterdam, Scottsdale, New Jersey, Costa Rica
- 32.10 Internal / External: Internal and External
- 32.11 Organization: Matrix

- 33. 2014: Client deployment Stryker RHQ EMEA**
- 33.1 My Role: Global Programme Manager / Project Manager
- 33.2 Reporting to corporate: CCO, CCSO, Client Global Procurement
- 33.3 Brief: Working with functional architect, lead data scientist, lead customer success manager, lead commercial owner and client on site to develop/define the required solution that would support new client being on boarded, with their ERP systems being connected to the TRAX cloud platform. Thereafter engage with the respective LSP community to integrate their distribution and billing systems with TRAX Technologies.
- 33.4 Major changes:
- 33.4.1 Contribution to solution blueprint and project execution

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- 33.4.2 First phase deployment supporting a new customer/legal entity
- 33.4.3 Working with client and each of the LSPs to integrate with TRAX systems
- 33.4.4 IT development, building of new pipes, feeds and mapping where appropriate per individual LSP connection
- 33.4.5 Staff training of Trax Technical teams on new methodology, training of customer success teams on customer requirements
- 33.5 Type: Project Management, New technical deployment and integration
- 33.6 Time: July 2014 – November 2014

- 33.7 Size of Project: 42 LSPs (Logistic Service Providers) * Commercial contract and LSP Transactional value confidential
- 33.8 Number of People: 25 Technical
- 33.9 Location: Client on site Amsterdam, internal teams Glasgow, Singapore, Cebu, Scottsdale, Costa Rica
- 33.10 Internal / External: Internal and External
- 33.11 Organization: Matrix

- 34. 2014: Client redeployment Abbott EMEA**
- 34.1 My Role: Global Programme Manager / Project Manager
- 34.2 Reporting to corporate: CCO, CCSO, Client Global Procurement
- 34.3 Brief: Working with client to redeploy solution focusing on an increased utilization of electronic connections as opposed to manual. Thereafter engage with the respective LSP community to integrate their distribution and billing systems with TRAX Technologies.
- 34.4 Major changes:
 - 34.4.1 Contribution to revised solution blueprint and project execution
 - 34.4.2 Redeployment supporting an existing customer
 - 34.4.3 Working with client and each of the LSPs to integrate with TRAX systems
 - 34.4.4 IT development, building of new pipes, feeds and mapping where appropriate per individual LSP connection
 - 34.4.5 Staff training of Trax Technical teams on new methodology, training of customer success teams on customer requirements
- 34.5 Type: Project Management, New technical deployment and integration
- 34.6 Time: August 2014 – December 2014
- 34.7 Size of Project: 39 LSPs (Logistic Service Providers) * Commercial contract and LSP Transactional value confidential
- 34.8 Number of People: 25 Technical
- 34.9 Location: Client based in Boston/Venlo, internal teams Glasgow, Singapore, Cebu, Scottsdale, Costa Rica
- 34.10 Internal / External: Internal and External
- 34.11 Organization: Matrix

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- 35. 2014: Client deployment Abbvie EMEA**
 - 35.1 My Role: Global Programme Manager / Project Manager
 - 35.2 Reporting to corporate: CCO, CCSO, Client Global Procurement
 - 35.3 Brief: Working with functional architect, lead data scientist, lead customer success manager, lead commercial owner and client on site to develop/define the required solution that would support new client being on boarded, with their ERP systems being connected to the TRAX cloud platform. Thereafter engage with the respective LSP community to integrate their distribution and billing systems with TRAX Technologies.
 - 35.4 Major changes:
 - 35.4.1 Contribution to solution blueprint and project execution
 - 35.4.2 First phase deployment supporting a new customer
 - 35.4.3 Working with client and each of the LSPs to integrate with TRAX systems
 - 35.4.4 IT development, building of new pipes, feeds and mapping where appropriate per individual LSP connection
 - 35.4.5 Staff training of Trax Technical teams on new methodology, training of customer success teams on customer requirements
 - 35.5 Type: Project Management, New technical deployment and integration
 - 35.6 Time: October 2014 – January 2015
 - 35.7 Size of Project: 12 LSPs (Logistic Service Providers) * Commercial contract and LSP Transactional value confidential
 - 35.8 Number of People: 4 Technical
 - 35.9 Location: Client on site Scottsdale, internal teams Glasgow, Singapore, Cebu,
 - 35.10 Internal / External: Internal and External
 - 35.11 Organization: Matrix

- 36. 2014: Client deployment Abbvie US/CA**
 - 36.1 My Role: Global Programme Manager
 - 36.2 Reporting to corporate: CCO, CCSO, Client Global Procurement
 - 36.3 Brief: Working with functional architect, lead data scientist, lead customer success manager, lead commercial owner and client on site to develop/define the required solution that would support new client being on boarded, with their ERP systems being connected to the TRAX cloud platform. Thereafter engage with the respective LSP community to integrate their distribution and billing systems with TRAX Technologies.
 - 36.4 Major changes:
 - 36.4.1 Contribution to solution blueprint and project execution
 - 36.4.2 Second and third phase deployment supporting a new customer
 - 36.4.3 Working with client and each of the LSPs to integrate with TRAX systems
 - 36.4.4 IT development, building of new pipes, feeds and mapping where appropriate per individual LSP connection
 - 36.4.5 Staff training of Trax Technical teams on new methodology, training of customer success teams on customer requirements

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- 36.5 Type: Project Management, New technical deployment and integration
- 36.6 Time: November 2014 – March 2015
- 36.7 Size of Project: 60 LSPs (Logistic Service Providers) * Commercial contract and LSP Transactional value confidential
- 36.8 Number of People: Project set up; project manager recruited to execute / manage allowing for reporting via myself
- 36.9 Location: Client on site Scottsdale, internal teams Scottsdale, Costa Rica
- 36.10 Internal / External: Internal and External
- 36.11 Organization: Matrix

- 37. 2014: Client deployment Merck Global**
- 37.1 My Role: Global Programme Manager / Project Manager
- 37.2 Reporting to corporate: CCO, CCSO, Client Global Procurement head, Client Project Manager and Regional Logistics heads
- 37.3 Brief: Working with functional architect, lead data scientist, lead customer success manager, lead commercial owner and client on site to develop/define the required solution that would support new client being on boarded, with their ERP systems being connected to the TRAX cloud platform. Thereafter engage with the respective LSP community to integrate their distribution and billing systems with TRAX Technologies. Prototype a new methodology of deploying solution globally in phase one with six providers in each region to reduce project timelines and costs
- 37.4 Major changes:
 - 37.4.1 Contribution to solution blueprint and project execution
 - 37.4.2 First phase deployment of the 6 Global providers across each region
 - 37.4.3 Working with client and each of the LSPs to integrate with TRAX systems
 - 37.4.4 IT development, building of new pipes, feeds and mapping where appropriate per individual LSP connection
 - 37.4.5 Staff training of Trax Technical teams on new methodology, training of customer success teams on customer requirements
- 37.5 Type: Project Management, New technical deployment and integration
- 37.6 Time: October 2014 – March 2015
- 37.7 Size of Project: 6 Global LSPs (Logistic Service Providers) DHL, Fedex, UPS, K+N, UTI, World Courier* Commercial contract and Transactional value confidential
- 37.8 Number of People: 5 Technical and 4 Customer success team members
- 37.9 Location: Client on site New Jersey, internal teams Glasgow, Cebu, Scottsdale
- 37.10 Internal / External: Internal and External
- 37.11 Organization: Matrix

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- 38. 2014: Client deployment Merck Americas (US, CA, PR)**
 - 38.1 My Role: Global Programme Manager
 - 38.2 Reporting to corporate: CCO, CCSO, Client Global Procurement head, Client Project Manager and Regional Logistics heads
 - 38.3 Brief: Working with functional architect, lead data scientist, lead customer success manager, lead commercial owner and client on site to develop/define the required solution that would support new client being on boarded, with their ERP systems being connected to the TRAX cloud platform. Thereafter engage with the respective LSP community to integrate their distribution and billing systems with TRAX Technologies
 - 38.4 Major changes:
 - 38.4.1 Contribution to solution blueprint and project execution
 - 38.4.2 Second phase deployment of the 80 providers across Americas region of US, Canada, Puerto Rico
 - 38.4.3 Working with client and each of the LSPs to integrate with TRAX systems
 - 38.4.4 IT development, building of new pipes, feeds and mapping where appropriate per individual LSP connection
 - 38.4.5 Staff training of Trax Technical teams on new methodology, training of customer success teams on customer requirements
 - 38.5 Type: Project Management, New technical deployment and integration
 - 38.6 Time: November 2014 – March 2015
 - 38.7 Size of Project: 80 Regional LSPs (Logistic Service Providers * Commercial contract and Transactional value confidential
 - 38.8 Number of People: Project setup and 2 project managers recruited to manage/execute and report into myself
 - 38.9 Location: Client on site New Jersey, internal teams Scottsdale, Costa Rica
 - 38.10 Internal / External: Internal and External
 - 38.11 Organization: Matrix

- 39. 2015: Client deployment Abbvie EMEA – Legal entity change**
 - 39.1 My Role: Global Programme Manager / Project Manager
 - 39.2 Reporting to corporate: CCO, CCSO, Client Global Procurement, Regional Logistics lead
 - 39.3 Brief: Following a change of corporate ownership from Abbott to Abbvie, requirement to work with each client to implement solution changing the legal entity from one client to that of another. Thereafter engage with the respective LSP community in order to integrate their distribution and billing systems with TRAX Technologies.
 - 39.4 Major changes:
 - 39.4.1 Contribution to the revised solution blueprint and project execution
 - 39.4.2 Fourth phase deployment supporting a new customer
 - 39.4.3 Working with client and each of the LSPs to integrate with TRAX systems
 - 39.4.4 IT development, building of new pipes, feeds and mapping where appropriate per individual LSP connection
 - 39.4.5 Staff training of Trax Technical teams on new methodology, training of customer success teams on customer requirements

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- 39.5 Type: Project Management, New technical deployment and integration
- 39.6 Time: January 2015 – March 2015
- 39.7 Size of Project: 21 LSPs (Logistic Service Providers) * Commercial contract and LSP
Transactional value confidential
- 39.8 Number of People: 6 Technical
- 39.9 Location: Client on site Venlo, internal teams Glasgow, Singapore, Cebu,
- 39.10 Internal / External: Internal and External
- 39.11 Organization: Matrix

40. 2015: Introduction of a governance model within an agile environment

- 40.1 My Role: Global Programme Manager
- 40.2 Reporting to corporate: (CCSO) Chief Customer Success Officer
- 40.3 Brief: Working within a fast-growing organization which was operating an agile methodology. As a result of conflicting priorities from the demands being placed upon the business from new client business and configuration / expansion of existing business. A new methodology was developed to create a governance model that would support business at both a macro project level and at individual work package level. A Solution was developed to create sustainability, scalability and to provide visibility at client, resource and 3rd party vendor level
- 40.4 Major changes:
 - 40.4.1 Design solution from concept to execution
 - 40.4.2 Take existing business processes, standardize and enhance them
 - 40.4.3 Introduce new methodology for engaging projects and individual work packages
 - 40.4.4 Better utilization / visibility of technical resources (networking, configuration and mapping) by deploying resources where possible onto the same LSPs and leveraging resources from the five global studios across the entire 24 hr. clock, allowing for emergency work to be completed quicker.
 - 40.4.5 Providing visibility to all customer facing resources of the specific progress of projects either at macro/micro level
 - 40.4.6 IT development, efficiencies driven from better utilization of assets. Working with 3rd party provider to provide a web-based tool for managing workflows
 - 40.4.7 Staff training of all customer facing and technical teams across the Global studios
- 40.5 Type: Change Management, Innovation and Project Management
- 40.6 Time: January 2015 – May 2015
- 40.7 Size of Project: *Confidential
- 40.8 Number of People: Circa 250 team members
- 40.9 Location: Glasgow, Singapore, Cebu, Scottsdale, Costa Rica
- 40.10 Internal / External: Internal and External
- 40.11 Organization: Matrix

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41. 2015: Client deployment Stryker SCS EMEA

- 41.1 My Role: Global Programme Manager / Project Manager
- 41.2 Reporting to corporate: CCO, CCSO, Client Global Procurement
- 41.3 Brief: Working with functional architect, lead data scientist, lead customer success manager, lead commercial owner and client on site to develop/define the required solution that would support new client being on boarded, with their ERP systems being connected to the TRAX cloud platform. Thereafter engage with the respective LSP community to integrate their distribution and billing systems with TRAX Technologies.
- 41.4 Major changes:
 - 41.4.1 Contribution to solution blueprint and project execution
 - 41.4.2 Second phase deployment supporting a new customer
 - 41.4.3 Working with client and each of the LSPs to integrate with TRAX systems
 - 41.4.4 IT development, building of new pipes, feeds and mapping where appropriate per individual LSP connection
 - 41.4.5 Staff training of Trax Technical teams on new methodology, training of customer success teams on customer requirements
- 41.5 Type: Project Management, New technical deployment and integration
- 41.6 Time: January 2015 – May 2015
- 41.7 Size of Project: 16 LSPs (Logistic Service Providers) * Commercial contract and LSP Transactional value confidential
- 41.8 Number of People: 3 Technical and customer facing team
- 41.9 Location: Client on site Glasgow, internal teams Glasgow, Cebu, Costa Rica
- 41.10 Internal / External: Internal and External
- 41.11 Organization: Matrix

42. 2015: Client deployment Stryker Global

- 42.1 My Role: Global Programme Manager / Project Manager
- 42.2 Reporting to corporate: CCO, CCSO, VP Life Sciences, Client Global Procurement head
- 42.3 Brief: Working with functional architect, lead data scientist, lead customer success manager, lead commercial owner and client on site to develop/define the required solution that would support new client being on boarded, with their ERP systems being connected to the TRAX cloud platform. Thereafter engage with the respective LSP community to integrate their distribution and billing systems with TRAX Technologies.
Prototype a new methodology with client of deploying a solution globally in phase with nine global providers across each region to reduce project timelines and costs for all parties
- 42.4 Major changes:
 - 42.4.1 Contribution to solution blueprint and project execution
 - 42.4.2 Deployment of the 9 global providers across each region
 - 42.4.3 Working with client and each of the LSPs to integrate with TRAX systems
 - 42.4.4 IT development, building of new pipes, feeds and mapping where appropriate per individual LSP connection
 - 42.4.5 Staff training of Trax Technical teams on new methodology, training of customer success teams on customer requirements

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- 42.5 Type: Project Management, New technical deployment and integration
- 42.6 Time: January 2015 – November 2015
- 42.7 Size of Project: 9 Global LSPs (Logistic Service Providers) DHL, FedEx, UPS, K+N, KWE, TNT, Toll, Expeditors, CEVA * Commercial contract and Transactional value confidential
- 42.8 Number of People: 7 Technical and 5 Customer success team members
- 42.9 Location: Client on site Amsterdam, internal teams Glasgow, Singapore, Cebu, Scottsdale, Costa Rica
- 42.10 Internal / External: Internal and External
- 42.11 Organization: Matrix

- 43. 2015: Client deployment Diageo Kenya**
- 43.1 My Role: Global Programme Manager / Project Manager
- 43.2 Reporting to corporate: CCO, CCSO, Client Global Procurement, Client Project Manager
- 43.3 Brief: Working with functional architect, lead data scientist, lead customer success manager, lead commercial owner and client on site to develop/define the required solution that would support new client being on boarded, with their ERP systems being connected to the TRAX cloud platform. Thereafter engage with the respective LSP community to integrate their distribution and billing systems with TRAX Technologies.
- 43.4 Major changes:
 - 43.4.1 Contribution to solution blueprint and project execution
 - 43.4.2 First phase deployment supporting a new customer
 - 43.4.3 Working with client and each of the LSPs to integrate with TRAX systems
 - 43.4.4 IT development, building of new pipes, feeds and mapping where appropriate per individual LSP connection
 - 43.4.5 Staff training of Trax Technical teams on new methodology, training of customer success teams on customer requirements
- 43.5 Type: Project Management, New technical deployment and integration
- 43.6 Time: February 2015 – May 2015
- 43.7 Size of Project: 5 LSPs (Logistic Service Providers) * Commercial contract and LSP Transactional value confidential
- 43.8 Number of People: 3 Technical and customer success teams
- 43.9 Location: Client remote Dublin, London and Nairobi, internal teams Glasgow, Scottsdale
- 43.10 Internal / External: Internal and External
- 43.11 Organization: Matrix

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44. 2015: Client deployment Abbvie Global

44.1 My Role: Global Programme Manager / Project Manager

44.2 Reporting to corporate: CCO, CCSO, VP Life Sciences, Client Project Manager

44.3 Brief: Working with functional architect, lead data scientist, lead customer success manager, lead commercial owner and client on site to develop/define the required solution that would support new client being on boarded, with their ERP systems being connected to the TRAX cloud platform. Thereafter engage with the respective LSP community to integrate their distribution and billing systems with TRAX Technologies.

Expansion of existing business introducing 5 Global providers

44.4 Major changes:

44.4.1 Contribution to solution blueprint and project execution

44.4.2 Deployment of the 5 global providers across each region

44.4.3 Working with client and each of the LSPs to integrate with TRAX systems

44.4.4 IT development, building of new pipes, feeds and mapping where appropriate per individual LSP connection

44.4.5 Staff training of Trax Technical teams on new methodology, training of customer success teams on customer requirements

44.5 Type: Project Management, New technical deployment and integration

44.6 Time: March 2015 – November 2015

44.7 Size of Project: 5 Global LSPs (Logistic Service Providers) DHL, FedEx, K+N, KWE, Panalpina
* Commercial contract and Transactional value confidential

44.8 Number of People: 4 Technical and 2 Customer success team members

44.9 Location: Internal teams Glasgow, Cebu, Scottsdale

44.10 Internal / External: Internal and External

44.11 Organization: Matrix

45. 2015: Introduction of a new controls and methodology

45.1 My Role: Global Programme Manager

45.2 Reporting to corporate: (CCSO) Chief Customer Success Officer, Director of Customer Success, Director of data services

45.3 Brief: Introduction of new controls and methodology to support customer data requirements, which helped professionalise the global approach from Trax to both their clients and LSP community. Which created a legacy of improving data content/quality being provided by LSP community, reducing the need for retrospective reengineering of distribution/billing systems.

45.4 Major changes:

45.4.1 Design solution from concept to execution

45.4.2 Take existing business processes, standardize, and enhance them and

45.4.3 Introduce new methodology for engaging projects and individual work packages ensuring that a standard comprehensive set of discovery questions are asked to all clients irrespective of them being new or existing.

45.4.4 Ensure that governance model developed in January ensures compliance / triage before work packages can be moved through work stage flows

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- 45.4.5 Radical change in the approach / communication, with content pro-actively being informed in a consistent manner to the LSP community. Thus, ensuring that all customer specific requirements are scoped/provided prior to LSP making any technical projects/builds
- 45.4.6 Providing visibility to all customer facing resources of the specific progress of projects either at macro/micro level including visibility of any content or requirements that may be missing
- 45.4.7 IT development, limited effort via 3rd party provider to support changes with work tool
- 45.4.8 Staff training of all customer facing and technical teams across the Global studios
- 45.5 Type: Change Management, Innovation and Project Management
- 45.6 Time: April 2015 – July 2015
- 45.7 Size of Project: *Confidential
- 45.8 Number of People: Circa 250 team members
- 45.9 Location: Glasgow, Singapore, Cebu, Scottsdale, Costa Rica
- 45.10 Internal / External: Internal and External
- 45.11 Organization: Matrix

46. 2015: Client redeployment Stryker AU/NZ

- 46.1 My Role: Global Programme Manager / Project Manager
- 46.2 Reporting to corporate: CCO, CCSO, Client Global Procurement, Regional Logistics Lead
- 46.3 Brief: Working with client to redeploy solution focusing on an increased utilization of electronic connections as opposed to manual. Thereafter engage with the respective LSP community to integrate their distribution and billing systems with TRAX Technologies.
- 46.4 Major changes:
 - 46.4.1 Contribution to revised solution blueprint and project execution
 - 46.4.2 Redeployment supporting an existing customer
 - 46.4.3 Working with client and each of the LSPs to integrate with TRAX systems
 - 46.4.4 IT development, building of new pipes, feeds and mapping where appropriate per individual LSP connection
 - 46.4.5 Staff training of Trax Technical teams on new methodology, training of customer success teams on customer requirements
- 46.5 Type: Project Management, New technical deployment and integration
- 46.6 Time: April 2015 – December 2015
- 46.7 Size of Project: 21 LSPs (Logistic Service Providers) * Commercial contract and LSP Transactional value confidential
- 46.8 Number of People: 7 Technical
- 46.9 Location: Client remote Sydney, internal teams Glasgow, Singapore, Cebu
- 46.10 Internal / External: Internal and External
- 46.11 Organization: Matrix

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- 47. 2015: Client deployment Stryker Americas/APAC**
 - 47.1 My Role: Global Programme Manager
 - 47.2 Reporting to corporate: CCO, CCSO, Client Global Procurement head, Client Project Manager and Regional Logistics heads
 - 47.3 Brief: Working with functional architect, lead data scientist, lead customer success manager, lead commercial owner and client on site to develop/define the required solution that would support new client being on boarded, with their ERP systems being connected to the TRAX cloud platform. Thereafter engage with the respective LSP community to integrate their distribution and billing systems with TRAX Technologies
 - 47.4 Major changes:
 - 47.4.1 Contribution to solution blueprint and project execution
 - 47.4.2 Phase deployment of the 21 regional providers across Americas region of Canada
 - 47.4.3 Phase deployment of the 5 regional providers in India, 1 in China, 5 in Japan
 - 47.4.4 Working with client and each of the LSPs to integrate with TRAX systems
 - 47.4.5 IT development, building of new pipes, feeds and mapping where appropriate per individual LSP connection
 - 47.4.6 Staff training of Trax Technical teams on new methodology, training of customer success teams on customer requirements
 - 47.5 Type: Programme management
 - 47.6 Time: April 2015 – December 2015
 - 47.7 Size of Project: 32 Regional LSPs (Logistic Service Providers * Commercial contract and Transactional value confidential
 - 47.8 Number of People: Project setup and 2 project managers recruited to manage/execute and report into myself
 - 47.9 Location: Client remote in Chicago, Toronto, Tokyo, Hong Kong, internal teams Scottsdale, Singapore
 - 47.10 Internal / External: Internal and External
 - 47.11 Organization: Matrix

- 48. 2015: Introduction of a new methodology to support Velocity and Standardization**
 - 48.1 My Role: Global Programme Manager and specific work stream lead
 - 48.2 Reporting to corporate: (CCSO) Chief Customer Success Officer and (CPO) Chief Product Officer
 - 48.3 Brief: To reduce the time taken to onboard clients onto the Trax cloud-based platform ensuring visibility of client data from their specific LSPs is visible faster
 - 48.4 Major changes:
 - 48.4.1 White board the problem with peer group of 5
 - 48.4.2 Take existing business processes and challenge/review each of them
 - 48.4.3 Design solutions to address each of the major business processes
 - 48.4.4 Route and branch changes to processes from presales cycle through to the warranty period of deployment, that would deliver further standardization and increase velocity
 - 48.4.5 Reduction of internal handovers, with more emphasis placed upon quality results review by technical team allowing for peer audit

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- 48.4.6 IT development, working with product managers enhanced the utilization of project management tool "Smartsheet" allowing for better quality of reporting via a "Tableau" dashboard. Improved internal and external visibility
- 48.4.7 IT development: Creation of specifications for the building new external user interfaces and apps to be made available to clients and LSP community to further enhance the customer experience and speed <Currently with product development teams>
- 48.4.8 Staff training of all Sales and Technical team members
- 48.5 Type: Change Management, Innovation, Project Management, Programme Management
- 48.6 Time: May 2015 – December 2015
- 48.7 Size of Project: *Confidential
- 48.8 Number of People: As Programme manager with 4 Project Managers, 2 product managers and as work stream leader 8 team members
- 48.9 Location: Glasgow, Singapore, Cebu, Scottsdale, Costa Rica
- 48.10 Internal / External: Internal and External
- 48.11 Organization: Matrix

49. 2015: Partnering with LSP K+N to build more sustainability / scalability

- 49.1 My Role: Project Manager
- 49.2 Reporting to corporate: (CCO) Chief Commercial Officer
- 49.3 Brief: Build a sustainable and scalable solution that will allow each of Trax and K+N operations to operate more efficiently.
- 49.4 Major changes:
- 49.4.1 Design solution from concept to execution
- 49.4.2 Agree a new Global XML standard with K+N Air/Ocean division in first instance, Overland thereafter
- 49.4.3 Standard to accommodate each of the different types of electronic invoicing
- 49.4.4 Updating of existing business processes
- 49.4.5 Staged implementation in first instance of all new Pharma/Life Science clients, thereafter all new and existing clients
- 49.4.6 IT development of new mapping and configuration
- 49.4.7 Staff training of mapping and configuration teams, customer facing teams
- 49.5 Type: Innovation, Change management, Project Management
- 49.6 Time: August 2015 – December 2015
- 49.7 Size of Project: * client confidential
- 49.8 Number of People: 2 mapping team members and circa 45 customer facing teams
- 49.9 Location: Remote LSP New York, Hamburg and internal teams Scottsdale, Cebu, Singapore, Glasgow, Costa Rica
- 49.10 Internal / External: Internal and External
- 49.11 Organization: Matrix

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50. 2015: Client deployment Merck Mexico

50.1 My Role: Global Programme Manager / Project Manager

50.2 Reporting to corporate: CCO, CCSO, Client Regional Procurement

50.3 Brief: Working with functional architect, lead data scientist, lead customer success manager, lead commercial owner and client on site to develop/define the required solution that would support new client being on boarded, with their ERP systems being connected to the TRAX cloud platform. Thereafter engage with the respective LSP community to integrate their distribution and billing systems with TRAX Technologies.

50.4 Major changes:

50.4.1 Contribution to solution blueprint and project execution

50.4.2 First phase of LATAM regional deployment supporting a new customer

50.4.3 Working with client and each of the LSPs to integrate with TRAX systems

50.4.4 IT development, building of new pipes, feeds and mapping where appropriate per individual LSP connection

50.4.5 Staff training of Trax Technical teams on new methodology, training of customer success teams on customer requirements

50.5 Type: Project Management, New technical deployment and integration

50.6 Time: August 2015 – November 2015

50.7 Size of Project: 4 LSPs (Logistic Service Providers) * Commercial contract and LSP Transactional value confidential

50.8 Number of People: 2 Spanish speaking technical team members and customer facing team

50.9 Location: Client remote in Mexico City and New Jersey, internal teams Costa Rica

50.10 Internal / External: Internal and External

50.11 Organization: Matrix

51. 2015: Client deployment Boston Scientific (LATAM)

51.1 My Role: Global Programme Manager / Project Manager

51.2 Reporting to corporate: CCO, CCSO, VP Life Sciences, Client Global Logistics and Regional General Managers

51.3 Brief: Working with functional architect, lead data scientist, lead customer success manager, lead commercial owner and client on site to develop/define the required solution that would support new client being on boarded, with their ERP systems being connected to the TRAX cloud platform. Thereafter engage with the respective LSP community to integrate their distribution and billing systems with TRAX Technologies.

51.4 Major changes:

51.4.1 Contribution to solution blueprint and project execution

51.4.2 First phase of Global deployment, focusing on the 5 regions within LATAM, Puerto Rico, Colombia, Argentina, Mexico, Brazil

51.4.3 Working with client and each of the LSPs to integrate with TRAX systems

51.4.4 IT development, building of new pipes, feeds and mapping where appropriate per individual LSP connection

51.4.5 Staff training of Trax Technical teams on new methodology, training of customer success teams on customer requirements

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- 51.5 Type: Project Management, New technical deployment and integration
- 51.6 Time: September 2015 – ongoing
- 51.7 Size of Project: 26 LSPs (Logistic Service Providers) * Commercial contract and LSP Transactional value confidential
- 51.8 Number of People: 4 Spanish / Portuguese speaking technical team members and customer facing team
- 51.9 Location: Client onsite in Costa Rica, thereafter remote into each of the regions, internal teams Costa Rica
- 51.10 Internal / External: Internal and External
- 51.11 Organization: Matrix

52. 2015: Partnering with DHL Express to build more sustainability / scalability

- 52.1 My Role: Project Manager
- 52.2 Reporting to corporate: (CCO) Chief Commercial Officer and DHL Global billing director
- 52.3 Brief: Build a sustainable and scalable solution that will allow each of Trax and DHL Express operations to operate more efficiently.
- 52.4 Major changes:
 - 52.4.1 Design solution from concept to execution
 - 52.4.2 Support transmission of DHL local data, removing the need for normalization into ANSI standard
 - 52.4.3 Better alignment of local data to client contracts
 - 52.4.4 Updating of existing business processes
 - 52.4.5 Staged implementation in first instance of using specific clients as part of prototype, thereafter deployment on all new and existing clients
 - 52.4.6 IT development of new mapping and contract analysis verification
 - 52.4.7 Staff training of mapping, contract verification teams
- 52.5 Type: Innovation, Change management, Project Management
- 52.6 Time: October 2015 – December 2015 <ongoing>
- 52.7 Size of Project: * client confidential
- 52.8 Number of People: 2 mapping and contract team initially
- 52.9 Location: On site Maastricht, internal teams Scottsdale, Glasgow
- 52.10 Internal / External: Internal and External
- 52.11 Organization: Matrix

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- 53. **2016: Onboarding a major retail client into Menzies Distribution (Retail logistics network)**
- 53.1 My Role: Programme Manager
- 53.2 Reporting to PMO
- 53.3 Brief: Project managing several work streams to support taking on distribution to 1200
 WHS High Street and Travel stores in UK
- 53.4 **Major Work streams:**
- 53.4.1 **Commercial/contracting /legal**
- 53.4.2 **Financial Modelling and Finance (closed and open book) / reporting and KPI**
- 53.4.3 **HR/ TUPE 70 drivers and 15 Management roles**
- 53.4.4 **Novate Tractors, Trailers, skeletons, bespoke kit, rigid fleet**
- 53.4.5 **Fleet replacement**
- 53.4.6 **Operational work streams**
- 53.4.7 **Develop both a future and iterative interim IT solution, introducing scanning within
 Distribution hubs and onto delivery vehicles**
- 53.4.8 **Business process and training**
- 53.4.9 **Security, Health and Safety**
- 53.4.10 **Continual improvement work streams, including kpis, database rational**
- 53.5 Type: Change management, Project Management
- 53.6 Time: April 2016 – October 2016
- 53.7 Size of Project: * client confidential
- 53.8 Number of People: 15-30
- 53.9 Location: Edinburgh, Glasgow, Birmingham, Swindon, Dunstable
- 53.10 Internal / External: Internal and External
- 53.11 Organization: Matrix

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- 54. **2016: Setting up a new site the in the Southwest of the UK for Menzies Distribution**
- 54.1 My Role: Project Manager
- 54.2 Reporting to PMO
- 54.3 Brief: Project managing several work streams to strategically provide further access to both the market and portfolio offering within both a tight budget and time constraints, whilst maintaining business continuity, high level including
- 54.4 **Major Work streams**
- 54.4.1 **Sourcing location/s working with property surveyors, site visits**
- 54.4.2 **Legal / property**
- 54.4.3 **Change management**
- 54.4.4 **Migration of 3rd party and existing sites into one location**
- 54.4.5 **Property fit out of new site / dilapidations of old locations**
- 54.4.6 **Health and safety / Security**
- 54.4.7 **Business continuity and operational workstreams**
- 54.5 Type: Change management, Project Management
- 54.6 Time: October 2016 – February 2017
- 54.7 Size of Project: * client confidential
- 54.8 Number of People: 5-15
- 54.9 Location: Exeter
- 54.10 Internal / External: Internal and External
- 54.11 Organization: Matrix

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55. 2017: Setting up a Programme of work within Menzies Distribution

55.1 My Role: Programme manager

55.2 Reporting to PMO

55.2.1 Brief: Setting up a Programme of work within Menzies Distribution of 5 programmes, consisting of 37 optimization and change management projects for both 2017 and 2018 with expected multimillion savings

- Working with subject matter experts to develop ideas that covered multi disciplines (Media distribution, Retail logistics, Reverse logistics, Waste, Fleet, Engineering and Finance) – building project proposals
- Triage and prioritization of the first 23 projects, allowing for them to be launched between November and February
- Providing project management support and mentoring to launch critical high value projects
- Value in region * Client confidential

56. 2015-2017: The Road to Lisbon

56.1 My Role: Programme Manager and participant

56.2 Reporting to three charities, football club and steering group

56.2.1 Brief: The Road to Lisbon started its evolution as a personal dream to cycle from Celtic Park, Glasgow to the Nacional Stadium in Lisbon. As a project of a lifetime its core principles were to celebrate the 50th anniversary and achievement of Celtic Fc winning the European cup on 25th May 1967. Making the cycle as accessible as possible and to raise tens of thousands for three charities, Solving Kids Cancer, Children in crossfire and Celtic FC Foundation

56.2.2 Setting up and managing a Programme of works from inception through to actual delivery, participating in the cycle from Glasgow to Lisbon which consisted of a main project and several related projects and work streams, as an extract:

- Commission building of a web site and related tools
- Global recruitment of 30 cyclists to take part in 15-day event where each cyclist would self-fund their trip personally
- Recruitment of specialized cycling support company and massage therapist
- Recruitment of volunteers to support from following disciplines areas; accountants, auditors, graphic designer, web designer, marketing agency, project management support, kit designers, t-shirt designers
- Financial management, forecasting and planning
- Development of pre-event training Programme, camps, and trips for cyclists
- Ongoing social media campaign
- Development of marketing materials including manufacturing of banners and business cards
- Commission of bespoke cycling kit, t-shirts, badges and medals

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- Sourcing corporate sponsors
- Fundraising campaign which raised £74,000
- Participation and co-ordination of UK mainstream media campaign, including TV, Radio, Newspaper, and web interviews
- Gala dinner event in Lisbon for 420 guests on 24th May 2017
- Liaison access with Stadium owners, Portuguese FA, Police allowing for stadium access for cyclists and thousands of Celtic fans on 25th May 2017
- Street party event within Lisbon city Centre (Pink Street)
- Direct budget excluding donations, £120,000

57. **2017: Set up regional operating site in Aberdeen, Scotland for DHL Supply Chain**

57.1 My Role: Project Manager

57.2 Reporting to Sponsor

57.3 Brief: Project managing several work streams to strategically provide further access to both the market and portfolio offering within both a tight budget and time constraints, whilst maintaining business continuity, high level including

57.4 **Major Work streams**

57.4.1 **Legal / property**

57.4.2 **Change management**

57.4.3 **Migration of 3rd party and existing sites into one location**

57.4.4 **Property fit out of new site / dilapidations of old locations**

57.4.5 **Health and safety / Security**

57.4.6 **Business continuity and operational work streams**

57.5 Type: Change management, Project Management

57.6 Time: March 2017 – June 2017

57.7 Size of Project: * client confidential

57.8 Number of People: 10-15

57.9 Location: Aberdeen

57.10 Internal / External: Internal and External

57.11 Organization: Matrix

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- 58. **2017: Decommission contract and sites for a major retailer at Wellingborough & Rugby, UK for DHL Supply Chain**
- 58.1 My Role: Project Manager
- 58.2 Reporting to VP Operations and Sponsor
- 58.3 Brief: Decommission the House of Fraser contract and sites at both Wellingborough and Rugby for DHL Supply Chain. That encompassed TUPE of all staff, discharge its assets and liabilities and to close the business, aligning with the various stakeholders at DHL, XPO and House of Fraser to ensure alignment to external legal, compliance and financial measures
- 58.4 **Major Work streams**
- 58.4.1 **HR / TUPE / Change management**
- 58.4.2 **Decommission sites**
- 58.4.3 **Dilapidations property works**
- 58.4.4 **Novation of assets including fleet**
- 58.4.5 **Termination of all liabilities**
- 58.4.6 **Health and safety compliance**
- 58.4.7 **Archiving of sensitive, legal and compliance documentation**
- 58.5 Type: Change management, Project Management
- 58.6 Time: July 2017 – September 2017
- 58.7 Size of Project: * client confidential
- 58.8 Number of People: 10-15
- 58.9 Location: Wellingborough and Rugby
- 58.10 Internal / External: Internal and External
- 58.11 Organization: Matrix

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- 59. **2017: TUPE Staff, property and assets from a major client to DHL Supply Chain**
 - 59.1 My Role: Project Manager
 - 59.2 Reporting to VP operations and Sponsor
 - 59.3 Brief: Onboarding a Major Technology Client Fujitsu, including transfer of property, assets and staff under TUPE to DHL Supply Chain.
 - 59.4 **Major Work streams**
 - 59.4.1 **Legal / property**
 - 59.4.2 **Government security clearance**
 - 59.4.3 **Due diligence / cost reduction Programme**
 - 59.4.4 **Change management / HR / TUPE**
 - 59.4.5 **Novation of assets and third-party contracts**
 - 59.4.6 **Property adaptations and dilapidation works**
 - 59.4.7 **Health and safety**
 - 59.4.8 **Government security clearance**
 - 59.5 Type: Change management, Project Management
 - 59.6 Time: September 2017 – December 2017
 - 59.7 Size of Project: * client confidential
 - 59.8 Number of People: 25-30
 - 59.9 Location: Warrington
 - 59.10 Internal / External: Internal and External
 - 59.11 Organization: Matrix

- 60. **2017-2018: Set up 4 Distribution Centers servicing 1315 convenience stores with DHL Supply Chain**
 - 60.1 My Role: Programme and Project Manager
 - 60.2 Reporting to Sponsors, Project Delivery Director
 - 60.3 Brief: Project manage the set-up of four convenience picking centers for Morrisons PLC, which allowed for expansion into the convenience distribution market, supporting their major partners and clients; McColl Retail Group, Rontec and Sandpiper. Deploying JDA dispatcher 2013 WMS system across all sites, expansive HR recruitment campaign, training Programme and deploying fleet more than 200 vehicles
 - 60.4 **Major Work streams**
 - 60.4.1 **Commercial**
 - 60.4.2 **Solution design warehousing and transportation**
 - 60.4.3 **Finance**

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- 60.4.4 Expansive HR recruitment campaign (Management, JDA super users, Drivers, warehouse colleagues)
- 60.4.5 IT Programme of works
 - 60.4.5.1.1 IT Software including JDA dispatcher 2013 development, testing and deployment
 - 60.4.5.1.2 IT Infrastructure
- 60.4.6 Training and operational excellence of JDA WMS dispatcher
- 60.4.7 Iterative continuous improvement Programme of operational process /best practice
- 60.4.8 Property including refit of moth balled sites
- 60.4.9 Transportation refleet of sites more than 200 vehicles
- 60.4.10 Procurement and manufacture of Freezers, Chillers to support food industry
- 60.4.11 Transport compliance
- 60.4.12 Change management
- 60.4.13 Health and safety / Security
- 60.5 Type: Change management, Project Management
- 60.6 Time: December 2017 – July 2018
- 60.7 Size of Project: * client confidential
- 60.8 Number of People: 60-75
- 60.9 Location: Bury, Lutterworth, Livingston, Allington
- 60.10 Internal / External: Internal and External
- 60.11 Organization: Matrix

61. 2018: Preparation of a global logistics outsource tender (RS Components)

- 61.1 My Role: Consultant / Project Manager
- 61.2 Reporting to Programme manager
- 61.3 Brief: Project manage the development of an outsource logistics tender for RS Components, including sourcing/tidy up of master/raw data and capture of current business processes to prepare for an outsource tender
- 61.4 Major Work streams
 - 61.4.1 Data and analytics
 - 61.4.2 Business processes
 - 61.4.3 Commercial and procurement
 - 61.4.4 Transportation and operations
 - 61.4.5 Finance

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61.4.6 IT

- 61.5 Type: Project management/consultancy
- 61.6 Time: July 2018 – September 2018
- 61.7 Size of Project: * client confidential
- 61.8 Number of People: 9
- 61.9 Location: Corby
- 61.10 Internal / External: Internal and External
- 61.11 Organization: Matrix

62. 2018-2019 Set up a new EU DC in NL for (Dr Martens Air wear)

- 62.1 My Role: Project Manager
- 62.2 Reporting to Project Sponsor
- 62.3 Brief: Project manage the set-up of an outsourced EU Distribution Centre with 4 PL CEVA Logistics for DR Martens. Transferring both the physical stock and operations from Paris and Raunds to Roosendaal. Which included the integration between client D365 ERP and 4PL's WMS and 3PL integrated carriers that would enhance business processes to support all channel offerings (Ecom, retail, wholesale) across the EMEA region
- 62.4 **Major Work streams**
 - 62.4.1 **Solution design / racking design / property fit out**
 - 62.4.2 **Commercial and contracting**
 - 62.4.3 **Master and raw data**
 - 62.4.4 **Business process design (As is / to be)**
 - 62.4.5 **IT (Integration, D365 Architecture, web design, testing)**
 - 62.4.6 **Transportation (Sourcing, procurement, integration)**
 - 62.4.7 **HR / Change / Training**
 - 62.4.8 **Operational transition and cut over**
 - 62.4.9 **Global demand planning / Merchandising**
- 62.5 Type: Change management, Project Management
- 62.6 Time: October 2018 – March 2019
- 62.7 Size of Project: * client confidential
- 62.8 Number of People: 25
- 62.9 Location: Camden, Raunds, Paris, Roosendaal
- 62.10 Internal / External: Internal and External
- 62.11 Organization: Matrix

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63. 2019: TUPE Transfer of 5 Transportation and vehicle maintenance units from William Morrisons to Wincanton Distribution

63.1 Dual Role: Programme Manager & Local site Implementation manager

63.2 Reporting to Programme Director

63.3 Brief 1: Support the Programme manager on key cross Programme activities, developing extensive Programme plan. Working with each of the workstream owners and specific teams across the 5 sites to engage, collate and play back due diligence findings to internal and external stakeholders. Developing and costing a training matrix to support 21 different job roles across a team of 677 team members

63.4 Brief 2: At a local level in Stockton, lead the change management process that allowed for the TUPE transfer of 110 team members from William Morrisons to Wincanton Distribution.

63.5 Major Work streams

63.5.1 HR / Change / Communications

63.5.2 Due diligence

63.5.3 Health and safety

63.5.4 Training

63.5.5 Business process design (As is)

63.5.6 IT implementation networks/desktop

63.5.7 Operational transition and cut over

63.6 Type: Change management, Project Management

63.7 Time: June 2019 to September 2019

63.8 Size of Project: * client confidential

63.9 Number of People: 31

63.10 Location: Stockton, Wakefield, Gadbrook, Burton Latimer, Sittingbourne, Bradford

63.11 Internal / External: Internal and External

63.12 Organization: Matrix

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64. 2019: Business process review and onboarding of Watsons fuels into the Wincanton Energylink Business

64.1 Role: Project Manager & workstream lead

64.2 Reporting to Programme manager

64.3 Brief 1: Support the programme manager on the business process review & implementation of the Watsons Fuel business

64.4 Key cross programme activities

64.5 Business process “as is” review

64.6 Redesign, document and map “to be” business processes

64.7 IT integration ORTEC

64.8 UAT lead / Test manager lead

64.9 Operational transition and cut over

64.10 Type: Change management, Project Management

64.11 Time: September 2019 to March 2020

64.12 Size of Project: * client confidential

64.13 Number of People: 20

64.14 Location: Worsley, Swindon

64.15 Internal / External: Internal and External

64.16 Organization: Matrix

65. 2020: Business turn around consultancy Pullman Fleet Services

65.1 Role: Consultant & project manager

65.2 Reporting to Programme Director

65.3 Brief 1: Support the programme director on business turn around initiatives

65.4 Key cross programme activities

65.5 Financial opportunities to support recovery

65.6 Financial backlog activities

65.7 Development of operational structure and business processes

65.8 Type: Change management, Project Management

65.9 Time: March 2020 to May 2020

65.10 Size of Project: * client confidential

65.11 Number of People: 32

65.12 Location: Livingston & UK wide, home working

65.13 Internal / External: Internal and External

65.14 Organization: Matrix

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- 66. **2020: Transition of European Distribution Centre, Verifone Inc**
- 66.1 Role: Consultant & Project Manager
- 66.2 Reporting to EMEA Deployment Director
- 66.3 Brief 1: Transition of all activities between two outsourced partners within The Netherlands, maintaining business continuity
- 66.4 Key cross Programme activities
- 66.5 **Commercial and contracting**
- 66.6 **Customs and Foreign trade**
- 66.7 **IT (Networking, infrastructure, security)**
- 66.8 **Logistics Inbound/Outbound integration with 4PL**
- 66.9 **Sales and Demand planning from Manufacturing and all vendors**
- 66.10 **Security including special accreditation**
- 66.11 **Training and implementation of all business processes**
- 66.12 **Transition from Flextronics (Equipment, Stocks)**
- 66.13 Type: Change management, Project Management
- 66.14 Time: November 2020 to June 2021
- 66.15 Size of Project: * client confidential
- 66.16 Number of People: 90
- 66.17 Location: Netherlands & Home working
- 66.18 Internal / External: Internal and External
- 66.19 Organization: Matrix

- 67. **2020: Oracle Integration between Verifone Inc and Teleplan Reconext**
- 67.1 Role: Consultant & project manager
- 67.2 Reporting to EMEA Deployment Director
- 67.3 Brief 1: Define, test, deploy integration with 4 PL partner
- 67.4 **Define solution**
- 67.5 **Development of solution**
- 67.6 **Testing (Internal, SIT, UAT)**
- 67.7 **Post go live support & enhancements**
- 67.8 Type: Change management, Project Management
- 67.9 Time: November 2020 to June 2021
- 67.10 Size of Project: * client confidential
- 67.11 Number of People: 25
- 67.12 Location: Netherlands, US & Home working
- 67.13 Internal / External: Internal and External
- 67.14 Organization: Matrix

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68. 2021: AMDOCS Reverse logistics Integration between Verifone Inc and Teleplan Reconext

68.1 Role: Consultant & project manager

68.2 Reporting to EMEA Deployment Director

68.3 Brief 1: Define, test, deploy integration with 4 PL partner

68.4 Define solution

68.5 Development of solution

68.6 Testing (Internal, SIT, UAT)

68.7 Type: Change management, Project Management

68.8 Time:

68.8.1 Phase one - March 2021 to December 2021

68.8.2 Phase two – January 2022 to March 2022

68.9 Size of Project: * client confidential

68.10 Number of People: 25

68.11 Location: Netherlands, US & Home working

68.12 Internal / External: Internal and External

68.13 Organization: Matrix

69. 2021: Logistics Transit time modelling Verifone Inc & 4 PL partners

69.1 Role: Consultant & project manager

69.2 Reporting to EMEA Deployment Director

69.3 Brief 1: Feasibility study covering existing business estate within the Nordic region from both Netherlands and Sweden to all countries

69.4 Data gathering and cleansing

69.5 Commission of modelling tool

69.6 Logistics provider review

69.7 Presentation of gap analysis to internal stakeholders

69.8 Type: Feasibility study

69.9 Time: July 2021 to August 2021

69.10 Size of Project: * client confidential

69.11 Number of People: 10

69.12 Location: Home working

69.13 Internal / External: Internal and External

69.14 Organization: Matrix

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- 70. **2021: KPI reporting and methodology Verifone Inc and 3rd party provider**
- 70.1 Role: Programme management
- 70.2 Reporting to EMEA Deployment Director
- 70.3 Brief 1: Introduction of new methodology to support visibility, predictability, KPIs to support business turn around
- 70.4 **Define methodology**
- 70.5 **Commission of modelling tool**
- 70.6 **Implementation of change process**
- 70.7 Type: Change management, Project Management
- 70.8 Time August 2021 to September 2021
- 70.9 Size of Project: * client confidential
- 70.10 Number of People: 10
- 70.11 Location: Home working and Netherlands
- 70.12 Internal / External: Internal and External
- 70.13 Organization: Matrix

- 71. **2021: Business process improvement Verifone Inc and 3rd party providers**
- 71.1 Role: Programme management
- 71.2 Reporting to EMEA Deployment Director
- 71.3 Brief 1: Programme management role supporting business process review and improvement across operational and IT disciplines
- 71.4 **As Is process review**
- 71.5 **To be process critique**
- 71.6 **Improvement tracking and reporting**
- 71.7 Type: Programme management
- 71.8 Time August 2021 to March 2022
- 71.9 Size of Project: * client confidential
- 71.10 Number of People: 25
- 71.11 Location: Home working,
- 71.12 Internal / External: Internal and External
- 71.13 Organization: Matrix

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- 72. 2021: Nordic feasibility study & RFP**
- 72.1 Role: Project management
- 72.2 Reporting to EMEA Deployment Director
- 72.3 Brief 1: Feasibility study looking at Deployment & Reverse operations across the Nordics
- 72.4 Data gathering**
- 72.5 As Is business process gathering**
- 72.6 Building of model to support multiple decision need scenarios**
- 72.7 Champion decision needs sessions allowing for shortlisting**
- 72.8 Launch of RFP with external parties**
- 72.9 Type: Feasibility study
- 72.10 Time September 2021 to February 2022
- 72.11 Size of Project: * client confidential
- 72.12 Number of People: 10
- 72.13 Location: Home working, Sweden, Netherlands
- 72.14 Internal / External: Internal and External
- 72.15 Organization: Matrix

- 73. 2022: Transition and outsourcing of Key loading activity Verifone Inc & Worldline**
- 73.1 Role: Project management
- 73.2 Reporting to EMEA Deployment Director
- 73.3 Brief 1: Implementation of change resulting from Feasibility study
- 73.4 Commercial and contracting**
- 73.5 Security and deployment**
- 73.6 Testing**
- 73.7 Type: Change management, Project Management
- 73.8 Time January 2022 to June 2022
- 73.9 Size of Project: * client confidential
- 73.10 Number of People: 10
- 73.11 Location: Home working
- 73.12 Internal / External: Internal and External
- 73.13 Organization: Matrix

- 74. 2022: Transition of Reverse Logistics Programme Verifone Inc & 3rd parties**
- 74.1 Role: Programme management
- 74.2 Reporting to EMEA Deployment Director
- 74.3 Brief 1: Implementation of change resulting from Feasibility study
- 74.4 Commercial and contracting**
- 74.5 Logistics**

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- 74.6 3rd party repair vendors
- 74.7 Operations and Business process
- 74.8 Customer experience (Sales, Order desk, Customer support)
- 74.9 IT
- 74.10 Type: Change management, Project Management
- 74.11 Time February 2022 to May 2023
- 74.12 Size of Project: * client confidential
- 74.13 Number of People: 20
- 74.14 Location: Home working
- 74.15 Internal / External: Internal and External
- 74.16 Organization: Matrix

- 75. 2023: Transition of European Distribution Centre, Verifone Inc**
- 75.1 Role: Consultant & project manager
- 75.2 Reporting to EMEA Deployment Director
- 75.3 Brief 1: Transition of all activities between two outsourced partners from The Netherlands to Germany maintaining business continuity
- 75.4 Key cross Programme activities
- 75.5 Commercial and contracting**
- 75.6 Customs and Foreign trade**
- 75.7 IT (Networking, infrastructure, security)**
- 75.8 Logistics Inbound/Outbound integration with 4PL's**
- 75.9 Sales and Demand planning from Manufacturing and all vendors**
- 75.10 Security including special accreditation.**
- 75.11 Training and implementation of all business processes**
- 75.12 Transition from Reconnext (Equipment, Stocks)**
- 75.13 Type: Change management, Project Management
- 75.14 Time: November 2020 to June 2021
- 75.15 Size of Project: * client confidential
- 75.16 Number of People: 90
- 75.17 Location: Netherlands, Germany & Home working
- 75.18 Internal / External: Internal and External
- 75.19 Organization: Matrix

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76. **2023: Oracle Integration between Verifone Inc and CTDI**

- 76.1 Role: Consultant & project manager
- 76.2 Reporting to EMEA Deployment Director
- 76.3 Brief 1: Define, test, deploy integration with 4 PL partner
- 76.4 **Define solution**
- 76.5 **Development of solution**
- 76.6 **Testing (Internal, SIT, UAT)**
- 76.7 **Post go live support & enhancements**
- 76.8 Type: Change management, Project Management
- 76.9 Time: November 2020 to June 2021
- 76.10 Size of Project: * client confidential
- 76.11 Number of People: 25
- 76.12 Location: Germany, US & Home working
- 76.13 Internal / External: Internal and External
- 76.14 Organization: Matrix

77. **2024: Business transformation of IT channel partner business**

- 77.1 Role: Consultant & project manager
- 77.2 Reporting to Head of Sales and Managing Director
- 77.3 Brief 1: Review business process and tools utilized to support both BAU and new business
- 77.4 Brief 2: Support the overhaul of “as is” and support the change journey, working closely with Sales, customer services, engineering and logistics teams
- 77.5 **Training and implementation of all business processes**
- 77.6 Type: Change management, Project Management
- 77.7 Time: January 2024 to May 2024
- 77.8 Size of Project: * client confidential
- 77.9 Number of People: 30
- 77.10 Location: UK
- 77.11 Internal / External: Internal and External
- 77.12 Organization: Matrix

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- 78. 2024: Business process review of Amazon logistics business partner**
 - 78.1 Role: Consultant
 - 78.2 Reporting to MD of logistics partner
 - 78.3 Brief 1: In a covert role, review existing operational business processes, communications and technology
 - 78.4 Type: Project Management
 - 78.5 Time: November 2020 to June 2021
 - 78.6 Size of Project: * client confidential
 - 78.7 Number of People: 105
 - 78.8 Location: UK
 - 78.9 Internal / External: Internal
 - 78.10 Organization: Matrix

- 79. 2024: Global Roll out of Smart Time 2 – UKG WFM within DHL Supply Chain**
 - 79.1 Role: Project manager
 - 79.2 Reporting to Global Centre of Excellence Director
 - 79.3 Brief 1: Deployment of new Time and attendance “Kronos” “UKG” WFM solution across North America, Latam for implementation in 2025
 - 79.4 Brief 2: Deployment of new Time and attendance “Kronos” “UKG” WFM solution across Asia Pacific North America, for implementation in 2026 / 2027
 - 79.5 Develop new Global Standards aligned to Centre of excellence
 - 79.6 Transition all Users, Time & Attendance Equipment onto the new “Kronos UKG” WFM platform
 - 79.7 Key cross Programme activities
 - 79.8 Environment build**
 - 79.9 Transition of data**
 - 79.10 Integration**
 - 79.11 Validation testing**
 - 79.12 Country end user testing programme**
 - 79.13 Type: Change management, Project Management
 - 79.14 Time: December 2024 to September 2025
 - 79.15 Size of Project: * client confidential
 - 79.16 Number of People: * client confidential
 - 79.17 Location: Home working
 - 79.18 Internal / External: Internal and External
 - 79.19 Organization: Matrix

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- 80. **2025: UK & Ireland Roll Phase 3 & 4 Roll out of Smart Time 2 – UKG WFM - within DHL Supply Chain**
- 80.1 Role: Project manager
- 80.2 Reporting to Smart Time 2 Director
- 80.3 Brief 1: Deployment of new Time and attendance “Kronos” “UKG” WFM solution across UK & Ireland
- 80.4 Develop new Global Standards aligned to Centre of excellence within region
- 80.5 Transition all Users, Time & Attendance Equipment onto the new “Kronos UKG” WFM platform
- 80.6 Key cross Programme activities
- 80.7 **Change management**
- 80.8 **Transition of data**
- 80.9 **Integration**
- 80.10 **Validation testing**
- 80.11 **Country end user testing programme**
- 80.12 Type: Change management, Project Management
- 80.13 Time: February 2025 to July 2025
- 80.14 Size of Project: * client confidential
- 80.15 Number of People: * client confidential
- 80.16 Location: Home working & Travel within UK
- 80.17 Internal / External: Internal and External
- 80.18 Organization: Matrix

- 81. **2025: Payroll Transformation programme – DHL Supply Chain UK & Ireland**
- 81.1 Role: Project manager
- 81.2 Reporting to Smart Time 2 Director & UK & Ireland Programme Director
- 81.3 Brief: Developed & planned 37 comprehensive workstreams to support business improvement across existing operating model
- 81.4 Key programme activities
- 81.5 **Reviewed “as is” business process and development “to be” solutions**
- 81.6 **Planning for a 36 month roll out**
- 81.7 **Change management**
- 81.8 **New integrations with internal and external providers**
- 81.9 **Overhaul of all business process and training materials**
- 81.10 **Training**
- 81.11 **Developed of new reporting suites**

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81.12 Type: Change management, Project Management

81.13 Time: June 2025 to November 2025

81.14 Size of Project: * client confidential

81.15 Number of People: * client confidential

81.16 Location: Home working & Travel within UK

81.17 Internal / External: Internal and External

81.18 Organization: Matrix

82. 2025: New automated site to support a Global Retailer – DHL Supply Chain UK

82.1 Role: Project manager (support role)

82.2 Supporting existing Project Director, Technical and Business PMs in a new project set up

82.3 Brief: Provide project support of other PM's managing project logs and running internal and external client sessions

82.4 Type: Project Management

82.5 Time: December 2025 to January 2026

82.6 Size of Project: * client confidential

82.7 Number of People: * client confidential

82.8 Location: Derby, Leeds UK

82.9 Internal / External: Internal and External

82.10 Organization: Matrix

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- 83. 2026: Onboarding of a Global Energy Business into DHL Supply Chain UK
- 83.1 Role: Project manager
- 83.2 Reporting to UK&I Project Director
- 83.3 Brief: Onboard new client into Blue Yonder WMS, Site readiness, Operational readiness
- 83.4 Key project activities
- 83.5 **WMS solution design**
- 83.6 **Operational solution design**
- 83.7 **WMS configuration & UAT**
- 83.8 **Site fit out**
- 83.9 **Development of business process**
- 83.10 **Health & Safety – Dangerous goods**
- 83.11 **Training**
- 83.12 Type: Project Management
- 83.13 Time: January 2026 to May 2026
- 83.14 Size of Project: * client confidential
- 83.15 Number of People: * 30
- 83.16 Location: Bellshill
- 83.17 Internal / External: Internal and External
- 83.18 Organization: Matrix

Special note:

Recognising some client strategic / intellectual property / confidentiality there may be some Business Transformation Projects which had not been included within this document or instances where we had to make generic references.