

Zoltan Vass – Head of Delivery/Innovation

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Profile / Summary

Chief Remote Working Officer with 20 years commercial experience, expert in remotely developing and leading digital and business transformation, delivery and innovation programmes across multiple sectors, creating efficiencies and maximising company value. Key strengths include: Engaging and challenging diverse senior stakeholders to enhance the organisation's response to complex business challenges; managing and building self operating, high performing cross functional remote teams, embedding a culture of excellence to facilitate superior service delivery; collating and interpreting largescale complex data, streamlining information and providing commentary, allowing c-suite to make clearer and better informed commercial decisions; and planning, managing and executing design and technology change initiatives to improve management, business operations and commercial capability, delivering maximum value to the business at optimum cost.

Key Skills

- Delivery and Operational Enhancement
- Governance and Processes
- People Management / Leadership
- Coaching and Mentoring
- Talent Attraction and Retention
- Demanding clients
- Business and Digital Transformation
- Strategy Formulation and Change Management
- Agile / Waterfall Methodologies
- Resource Management and Prioritisation
- Programme and Project Delivery
- 3rd Party Stakeholder Management
- B2B & B2C
- Emerging Technology, Innovation and Design
- Risk Assessment and Blockers Removal
- Reporting and Matrix team management
- eCommerce

Career Highlights

- Astound Commerce required a radical change in the way they remotely interacted with their global list of SFCC clients and developers. Hired as Head of Delivery to devise and create an efficient self-operating distributed teams. Interviewed senior leadership to define programme outcomes; analysed procedures and allocation of work; devised new business vision and objectives for engagement; designated additional responsibilities for internal stakeholders, and implemented change programme. Succeeded in redefining how the business interacted with its key SFCC customers (26) leading to greater synergies and improved internal and external working relationships.
- Astound Commerce required a specialist to create cost efficiencies and provide profit growth with one of its major clients, Selfridges. Appointed to remotely lead this critical change programme. Established relationship with key client stakeholders; mapped out client requirements; designed roadmap and sprints; assembled specialist development team, and implemented new agile workflow processes. Succeeded in delivering the design and implementation of 3 key SFCC projects which enabled company growth, greater customer engagement and cost cutting of £144k.
- Astound Commerce needed a client focused leader for the delivery of key Salesforce projects for Aer Rianta International. ARI established a one year roadmap of digital innovation which included the delivery of 4 critical SFCC projects across the globe. Hired as specialist to remotely lead this programme of change. Established relationships with key global stakeholders; liaised with c-suite to establish expectations; conducted deep dive analysis of end to end operating process; identified key areas for improvement, and developed alternative delivery solutions. Succeeded in reducing idle time to 0 and delivering project on time and within budget of £1m.

Career History / Work Experience

November 2019 to Present: Self Employed: Consultant

Having completed my role at Astound Commerce I took the opportunity to take on a number of private clients on a short term basis.

- **Mintel:** Remotely led and delivered this critical digital transformation project. Analysed the project scope and budget and resource allocation; mapped out processes for project delivery; created synergies within project delivery teams and client teams; created project delivery key performance indicators, and established greater governance and accountability. Succeeded in delivering the project within the time and budget and up to Mintel's standards.
- **TLC Sport (women's sportswear retail business):** Delivered a digital and operational transformation/innovation project off the back of a steep rise in online activity.
- Redesigned online operating model by developing an online ecommerce platform from scratch which created efficiencies and increased capacity to facilitate the rise in online sales.
- **Dua & Co (Accountancy and Advisory Practice):** Delivered digital transformation project for employees, implemented tools to enhance remote working capability and developed a bespoke soft skills training programme.
- **Tech London Advocates – Remote Working an Future of Work (TLA RW/GTA FoW):** Co-Founded TLA RW and GTA FoW, an arm of TLA and GTA, to advocate the benefits of remote working, digital collaboration and lead innovation in the Future of Work.
- Presented a number of workshops to attract thought leaders and remote working specialists to build network of experts at senior manager and c-suite level. This included the establishment of a 17 person board, 18 and 16 person working squad consisting of highly respected senior leaders from a broad range of sectors.

October 2018 to November 2019: Astound Commerce: Head of Delivery

Astound Commerce is an independent Salesforce specialist delivering experience-driven ecosystems to propel business growth.

- Hired as Head of Delivery and reported into CTO to lead a number of transformation and engagement programmes across their global Salesforce client base to support cost reduction and profit enhancement.
- Remotely led and managed 10 project/programme cross functional remote teams of 5-30 people and 7 discovery remote team of 3-6 people.
- Redefined how the business remotely interacted with its 26 key SFCC customers, leading to greater synergies and improved working relationships.
- Appointed to remotely lead a critical change project for Astounds' largest client, successfully delivering the design and implementation of 3 key projects, which enabled greater customer engagement and created operational efficiencies of £144k.
- Appointed to assist ARI head office (key client) in a one year digital innovation programme which consisted of 4 projects, where I successfully delivered one of these in budget (£1m) and on time, which resulted in reducing idle time to 0.
- Directly responsible for 17 projects across 10 clients worth £3m+.
- Devised and led the delivery of a £3.8m initiative to re-engage clients and employees across multiple departments through the SSD.
- Conducted innovation overhaul for Selfridges' (Brown Thomas and Arnotts) website and implemented improvements to significantly improve UX.
- Performed turnaround of failing project for external client, created strategic communication lines between them, 3rd party suppliers and Astound, which ensured continuing partnership and revenue.
- Established robust project delivery governance for 3 near shore offices, improving operational performance.
- Oversaw all project accounting and associated budget control to ensure revenue and margin targets met.

July 2012 to October 2018: Coder Dog: Founder

CoderDog was a multifaceted consultancy that provided remote web development services, specialist Project delivery services and consultancy services to the B2B and B2C market.

- Led a remote team of 10 world class developers and project managers, delivering digital innovation programmes for UK businesses to improve business performance and enhance customer engagement.
- Turned around key chatbot project for Oracle which was falling dangerously behind delivery date: realigned project parameters; introduced agile methodology, and remotely led team of 6 to deliver on time.
- Successfully remotely turned around and delivered a failing digital transformation programme for British Interactive Media Association (BIMA), on time and in budget, reducing website issues from 201 to 0.

- Established network of national and international clients, running multiple discovery meeting with c-suite, enhancing CoderDog reputation as a true business partner.

Earlier Career

- 12/2012 to 07/2015: The Dorchester and 45 Park Lane: Technical Guest Service Specialist
- 10/2007 to 10/2012: Municipality of Backa Topola: IT Engineer and Project Manager
- 03/2001 to 10/2007: Home Trainer Youth Organisation: Founder

Board Advisory / Voluntary Roles

May 2020 to present: Tech London Advocates Remote Working and Global Tech Advocates Future of Work: Co-Founder and Co-Chair

- Co-founder and Co-Chair of TLA RW and GTA FoW which is a remote working and future of work advocacy group.

Nov 2019 to Aug 2021: Mayor's Office: Consultant

- In conjunction with the London Enterprise Network and Reed we are aiming to address the current skills gap in Digital and Tech by developing strategy for schools and teachers to help young people fulfil their potential.

Education / Qualifications

- BSc (Hons) Information Technology: Budapest University of Technology and Economics
- DBS Cleared

Awards / Public Speaking / Articles

- BIMA's 100 most influential people in digital: 2018
- Ultimate guest experience Dorchester Hotel – LQA result 95.8%: 2014
- What is the future of Remote Working? - Panel Discussion
- Sales Impact Academy: How to Lead Remotely
- The New Normal: Panel Discussion
- Tech London Advocates: The Next Steps in Remote Working
- Articles Written: Are You Brexit, Pandemic and Future Proof; It Is Time To Change The Way We Work; Remote Working – What's the Cost.

Personal Details

- Address: London, United Kingdom
- Citizenship: UK & EU
- Fluent Languages: Hungarian, English, Serbian, Croatian, Bosnian
- Hardware: Ibahn, Control4, TPLink, Cisco Services and Routers, Mikro Tik
- Platforms/Tools: Salesforce Commerce Cloud, WordPress, Sitecore, AWS, Magento, Proprietary systems, Adobe/Google/Microsoft products, Gantt Chart, JIRA, Confluence, Onepoint, Capsule, Campaign Monitor, Slack, Engage UX, Trello, HotSos, Micros, HotJar, SurveyMonkey, Buffer

Recommendations

"I worked closely with Zoltan for 10 months on a major eCommerce project. I found him to be personable, approachable and responsive throughout. He was always calm and professional, sometimes a challenge in a client-facing role! He provided excellent communications and always showed consideration for the client perspective in discussions. He brought structure and stability to the business relationship and nothing was ever too much trouble. I look forward to working with him in the future." Peter Mee, eCommerce Business Project Manager, Aer Rianta International, Ireland