

Izabela Probert ACMA CGMA

Programme Manager at Viimi Ltd & UK Trade & Investment (UKTI)

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Summary

Highly skilled Chartered Global Management Accountant with particular emphasis on outsourcing, shared services, change and transition management, workflows, process reviews and controls, corporate cultural challenges, training.

Direct national and international experience within a large number of leading blue-chip organisations on shared service centres, knowledge transfer, communications, programme and project management, finance systems implementations.

Interested in organisations requiring support during times of change, transformation and/or re-structuring. Will travel. Interim Services also available in German and Croatian.

Specialties:

- Shared Service Centres
 - Programme & Project Management
 - Client liaison with emphasis on service quality.
 - Tracking processes, considering impact on stakeholders.
 - CRM and communications during change.
 - Design transition-related training and modes of delivery for variety of users.
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Experience

Programme Manager at Viimi Ltd & UK Trade & Investment (UKTI)

April 2015 - Present (1 year 6 months)

Develop Knowledge Transfer Partnership between leading academic and business organisations through ERDF.

Senior Interim Manager at Viimi Ltd

February 2007 - Present (9 years 8 months)

Projects:

- Programme Manager - see details under Viimi Ltd & UK Trade & Investment
- Interim Programme Manager SAP FICO - see details under Dairy Farm Mgt Services Ltd
- Interim Programme Manager FSS Asia - see details under adidas

- Interim Process Lead - see details under Balfour Beatty WorkPlace
- Interim Customer Manager - see details under Lloyds Banking Group
- Interim Project Manager - see details under Pirtek (Benelux) B.V.
- Interim Finance Systems Implementer - see details under Somerfield Stores Ltd
- Programme Manager - see details under Viimi Ltd & UK Trade & Investment

Programme Manager SAP FICO at The Dairy Farm Group

April 2014 - March 2015 (1 year)

Effectively manage the Implementation Partner & Business Entities to deliver to overall plan.

Implement Project Framework and shape part of Project Governance and Communication process.

Maximize available resources to implement programme components.

Programme Manager FSS Asia at adidas group

August 2012 - March 2014 (1 year 8 months)

Establish and manage effective methods, tools and infrastructure for overall programme success.

Strategic Program planning and recommendations for 7 transitions across 5 countries with 50 staff

Lead the SAP Interface projects within the programme.

Chair senior level Steering Committee meetings, including CFO.

Interim Process Lead at Balfour Beatty plc

February 2011 - July 2012 (1 year 6 months)

SSC Transition Planning, Assessment & Delivery in preparation for major Oracle systems upgrade.

Transition impact analysis for Finance and IT to identify potential risks and control issues.

Lead transition meetings to ensure transitions remains on track, including review of ramp-up plans, move to stabilisation and BAU.

Implementation of effective communication channels between transition team and shared service centre.

Interim Customer Manager at Lloyds Banking Group

March 2010 - February 2011 (1 year)

Integration project of HBoS Oracle systems into Lloyds SAP.

Design of communications package for all stakeholders, including Intranet design and updates, feedback assessments, poll and Live Meetings, promoting training changes.

Evaluation of training needs and implementation of new training modules for Oracle to SAP project.

Roadshow planning & design for promotion of Shared Service Centre throughout the UK.

Conceived the 'Take Control' slogan for Group communications of comms package.

Interim Project Manager at Pirtek Benelux B.V.

May 2009 - February 2010 (10 months)

Communications Lead between European Group, Netherlands and Belgium Boards to implement Group accounting & reporting requirements, KPIs and effective deadlines.

Appraisal and implementation of Exact Software.

Evaluation of process improvements & recommendations for strategic decision-making.

Process mapping, identification of bottlenecks and recommendations on improvements.

Interim Finance System Implementer at Somerfield Stores Ltd

October 2008 - March 2009 (6 months)

Preparation for data migration through systems testing and investigation of defects.

Script preparation for User Acceptance Testing; co-ordination of end-to-end testing for go live date.

End user communications regarding changes, updates and forthcoming training.

Creation of comprehensive Financial Training Manuals and provide end user training.

Programme Manager at Viimi Ltd & UK Trade & Investment (UKTI)

March 2007 - September 2008 (1 year 7 months)

Market investigation and analysis for service and knowledge transfer for middle management

Development of communications plan, including relationships with businesses, government bodies, Academic institutions for EU funded Knowledge Transfer Programme.

Sabbatical at Lonely Planet

June 2005 - February 2007 (1 year 9 months)

Around the world trip to gain greater cross-cultural understanding; Travel Report writing.

Interim Controller Austria at SmartStream Technologies

October 2004 - June 2005 (9 months)

Successful relationship building in Vienna with the Finance Team, Bank Austria, and Deloitte Touche.

Improvement of communications process between the Bristol and Vienna offices, through effective use of language, cultural and professional skills, training and introduction of KPIs.

Implementation of BusinessNet Banking software in co-operation with Bank Austria.

Lead at Swiss Tax audit in Zurich, resulting in a 30% reduction of tax liability.

Interim Project Manager at Orange

November 2002 - October 2004 (2 years)

Project - Sarbanes-Oxley Implementation

- Review of internal control objectives and creation of walkthrough documentation.

Project - Small Business Reporting

- Evaluation of monthly reporting package, assessment of relevancy and implementation of changes.

Project - Introduction of Self Billing to taxable vendors

- Lead the self-billing project for landowners' rent charges through comprehensive research of Customs & Excise rules, identification of systems requirements and formation of procedures and controls.

Project - Process Transition to Headquarters

- Lead the transition of the AP process from Darlington to Bristol (planning, co-ordination, communication and exception reporting) within time and cost budgets.

Project - Review of Sites Electricity Process

- Process evaluation and successful implementation of changes for improvements to workflows.

Senior Interim Management Accountant at WT Burden

March 2002 - October 2002 (8 months)

Review and assessment of Group reporting practices for national streamlining of process.

Design of group consolidation formats, in agreement with all subsidiaries.

Senior Interim Management Accountant at Computershare

October 2001 - March 2002 (6 months)

Implementation of GL and AP process improvements during crucial period of change.

Instigation of comprehensive monthly closing schedule, achieving earlier and more accurate process.

Interim Finance Officer at BNFL

August 2001 - October 2001 (3 months)

Liaison with a variety of leading managers during major £30m Systems Implementation Project for the successful design and implementation of budgetary control procedures and financial forecasts.

Interim Management Accountant at Consignia - Royal Mail

February 2001 - August 2001 (7 months)

Interrogation of SAP System to extract Project Information.

Senior International Accountant at Reebok

May 2000 - January 2001 (9 months)

Re-design and automation of the SAP Inventory Reporting Process; testing & implementation of Fixed Asset Module in SAP; procedure writing training, review and successful issue of Manual.

General Ledger Team Leader at Trane Europe BV (American Standard)

February 1999 - April 2000 (1 year 3 months)

Achieve SSC set-up through recruitment & training; develop Country Managers' understanding of SSC concept; establish KPIs and SLAs and charges thereof.

Country Liaison Manager for Switzerland at PwC Shared Service Centre (Netherlands) BV

July 1997 - January 1999 (1 year 7 months)

Identification of client's business needs; SLAs and KPIs; transition management from CH to NL with co-located teams.

Management Accountant at Plantronics

April 1995 - July 1997 (2 years 4 months)

Implementation of a redefined Inward Processing Relief System and Oracle Costing System.

Accountant at Neptune Plating Ltd (now EIC Group)

August 1989 - March 1995 (5 years 8 months)

Education

AICPA / CIMA - American Institute of Certified Public Accountants

Accounting, Accounting and Business/Management, 2012

Grade: CGMA

CIMA - Chartered Institute of Management Accountants

CIMA qualified, Accounting and Business/Management, 2002

Grade: ACMA

Association of Accounting Technicians

AAT qualified, Accounting, 1993

Helene-Weber Commercial & Technical College

Diploma, Hotel & Restaurant Management, 1989

Ludwig-Erhard Business School

Diploma, Business studies, 1986

Goerdeler-Gymnasium Grammer School

A-Levels, General Higher Education, 1975 - 1985

Interests

Finance-IT systems implementations - Shared Service Centres - Programme & Project Management - Knowledge transfer - Change & Transformation - Service Quality evaluation - Communications - Process reviews, documentation and controls

Languages

English	(Native or bilingual proficiency)
German	(Native or bilingual proficiency)
Croatian	(Native or bilingual proficiency)
French	(Limited working proficiency)
Spanish	(Elementary proficiency)
Russian	(Elementary proficiency)

Volunteer Experience

Mentoring of CIMA Students at Viimi Ltd

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7 people have recommended Izabela

"Izabela is a highly professional Project interim. Most recently she has been on assignment looking at the following: • SSC Transition Planning, Assessment & Delivery in preparation for major Oracle systems upgrade. • Transition impact analysis for Finance and IT to identify potential risks and control issues. • Lead transition meetings to ensure transition remains on track, including review of ramp-up plans, move to stabilisation and BAU. • Implementation of effective communication channels between Operating Companies and SSC. Her assignment was extended on a number of occasions, with the last 9 months working in a new area of our client. This role was won on the back of her work and internal recommendations. I have no hesitation in recommending Izabela for future roles."

— **Luke Boxall**, was Izabela's client

"Izabela and I have worked together on two occasions, where Izabela's eye for detail and her 'completer/finisher' traits were invaluable! When we 'discovered' Live Meeting, and came up with the Business case for using it to augment the training offering, I knew that Izabela would know all the best ways of using it, and would have some 'Idiot's Guides' somewhere for other users - like me!! True Customer focus, and the ability to just take a step back are key to Izabela's success. Looking forward to the third engagement!!"

— **Ruth McQuinn**, worked directly with Izabela at Lloyds Banking Group

"Izabela and I worked together for Pirtek in Belgium. I know Izabela as a very dedicated person and with a good overall knowledge of finance and IT. She was very strong in business analysis and implementing efficiencies. Izabela was a good colleague and always ready to listen and find solutions for any kind of problem of anyone and in any case. Izabela is also someone who is always willing to learn, no matter what kind of subject, business or problem and that makes her a very good and strong interim manager! With the difficulties we had to battle we were sure we could handle anything all the time, thanks to her strongness and overall knowledge of the business. Therefore I would like to recommend Izabela as a committed and very flexible person to any future organization as an interim manager!"

— **Pascal Van Bouchaute #**, worked directly with Izabela at Pirtek Benelux B.V.

"Izabela is highly committed to her job and will go above and beyond to ensure that she provides the highest quality of work. She will ensure every project is followed through until the end, dedicating her time and efforts until completion to a high standard. A very helpful member of the team, who I am glad to have the pleasure of working with."

— **Andy Yeatman**, worked directly with Izabela at Somerfield Stores Ltd

"Izabela worked for me as project accountant on a business critical systems implementation project at BNFL. She demonstrated strong management accounting skills and worked well within the project team. I was sorry to lose her when she moved to another role."

— **Richard Staples**, managed Izabela at BNFL

"Izabela and I worked together at the Shared Services Centre for Reebok Europe B.V. in Rotterdam. During this period I got to know Izabela as a very co-operative colleague. Part of Izabela's role was to implement written procedures for the financial processes. This work improved the performance of daily responsibilities by the team and the department's overall efficiency. When Izabela left Reebok, the handover was easy, as Izabela left all her processes in good shape and she was also very proficient at transferring those tasks to me."

— **Kerstin Raulf**, worked directly with Izabela at Reebok

"Izabela is a people's manager who works with great accuracy and knowledge on financial matters. She can be creative when needed but never loses accounting principles and ethics out of sight."

— **Beer Cavadino**, worked directly with Izabela at PwC Shared Service Centre (Netherlands) BV

[Contact Izabela on LinkedIn](#)