

Colleen O'Beirne

Programme Manager

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Programme Manager with over 25 years Fintech experience within the payments and banking sector. Last 4 years in the consultancy space working in progressively responsible leadership roles. Proven record in optimizing business processes and driving effective teamwork, communication, collaboration, and commitment across multiple groups. Comfortable leading 3rd party vendors, global engineering teams and business stakeholders. Adaptable and comfortable working in ambiguous environments with shifting priorities. Excellent analytical and problem solving skills with a hands on attitude with a focus on details. Data driven. Executes for results.

Areas of expertise

Strategic Planning and Execution | Programme Management | Process Improvement | Change Management | Six Sigma Black Belt | Financial Analysis and Reporting | Risk Mitigation | Budgeting, Forecasting & Cost Centre Management | Resource Planning & Management

WORK EXPERIENCE

Operations and Strategy Lead November 2022 – May 2023 Mastercard Research and Development, Global Labs

Director level role: Lead annual objectives setting, high level delivery planning and financial forecasting. Worked closely with partners in Product, Design and Bizops to map high level strategy and delivery roadmaps. Optimized product and portfolio pipelines. Guided global labs in delivering quantifiable results in a structured manner. Increased cross-lab data sharing. Led reporting redesign at an enterprise level. Proactively identified opportunities for process improvement and efficiency optimisation.

- Implemented a weekly reporting cadence for objectives driving increased delivery focus within the Senior Management team.
- Introduced regular Finance calls, fostering increased data sharing, collaboration and decision making across the global labs.
- Proactively identified kill, pause, or reschedule opportunities to portfolio leads and senior management, effectively cleaning up the aging project pipeline and improving the project prioritization and resource allocation process.
- Streamlined resource reporting outputs reducing time required to produce monthly senior management reporting deck.
- Analyzed hosting costs, streamlined cross charge process and enhanced senior management reporting, resulting in improved cost efficiency and financial transparency.

IT Programme Manager August 2021 – November 2022 Mastercard Research and Development, Global Labs

Established a Project Management Office (PMO) to effectively prioritize, plan, and manage research and development initiatives across 5 global labs. Played a critical role in defining and driving operational improvements. Led redesign of progress and metrics reporting.

- Improved governance process by identifying areas for enhancement and executing against a process improvement roadmap.
- Enhanced project visibility by implementing standardized progress reporting emails and metrics dashboards, providing critical data to senior stakeholders and enabling informed decision-making.
- Collaborated with global lab leads to enhance milestone planning, risks, and issues management, ensuring consistent tracking and proactive identification of delivery risks and dependencies.

Change Manager December 2019 – August 2021 Crosscard, Munich

Played a crucial role on the executive management team responsible for securing the regulatory future of Crosscard and preparation for re-sale. Established a Project Management Office (PMO) to effectively prioritize, plan, and manage change agenda. Delivered on critical regulatory projects.

- Identified and oversaw compliance roadmap in support of new Mastercard license, delivered critical projects:
- Managed fraud processing vendor migration ensuring 100% compliance with updated Mastercard standards.
- Managed strong customer authentication testing and implementation to meet fixed regulatory compliance date.
- Collaborated with the Chief Technology Officer to drive date dependent separation delivery roadmap.
- Assessed business processes; identified and implemented a series of process led initiatives.
- Managed bank account consolidation reducing transaction costs.
- Facilitated a series of review workshops to optimize sprints process and develop a well formed backlog, drove closure of aging tickets, surfaced and highlighted critical dependencies and risks to senior management.
- Implemented project pipeline process, embedding project prioritization into the organization.

GDPR Programme Manager February 2018 - December 2019 PTSB, Dublin

Successfully delivered GDPR critical regulatory projects for the Central Data Office. Responsible for c-suite reporting, risk management and optimal budget utilization

- Managed the engagement and onboarding of IBM resources to support the delivery roadmap for Subject Access Request (SARS) compliance, driving collaboration and achieving program objectives within specified timelines.
- Documented comprehensive SARS business requirements and supported system and user acceptance testing of the IBM deliverables.
- Temenos T24 project : Effectively addressed underperformance concerns with IBM, facilitating a resource swap out and successfully negotiating a price reduction on invoices, resulting in improved project performance without any negative cost impact.
- Collaborated with PTSB data scientists to identify, merge, and rigorously test data for GDPR compliance initiatives, ensuring data accuracy and adherence to regulatory requirements.
- Managed review of 3rd party contracts with PTSB legal team expediting delivery to meet the compliance deadline.

IFRS9 Programme Manager April 2016 - February 2018 PTSB, Dublin

Successfully delivered IFRS9 regulatory program of work utilizing third-party vendor support. Responsible for c-suite reporting, risk management and optimal budget utilization

- Achieved 100% completion of all IFRS9 milestones on time and within budget.
- Led the seamless collaboration and on-site delivery of the program by engaging and onboarding Deloitte and PWC vendors.
- Resolved independent contractor performance issues, optimizing productivity and ensuring project success.
- Supported and facilitated the successful completion of the internal audit of the IFRS9 program, achieving a satisfactory audit rating and meeting all compliance standards.

CAREER NOTE Older positions with AIB Bank [Change Manager [July 2015 - January 2016], KBC Bank [Change Manager March 2014 - June 2015] and American Express [Business Project Manager, Technologies Project Manager, Cost Centre Manager, Six Sigma Black Belt, Research Analyst, Various Customer Service Roles August 1988 - December 2013] Additional details of earlier career history available upon request.

EDUCATION

Leaving Certificate, Cabinet Cabinteely Community School 1988