

PRITESH PATEL

Technical Project Manager

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PROFILE

Project Manager specialising in identity, infrastructure and security-led transformation, with 10+ years delivering complex, multi-workstream programmes across financial services and regulated environments. I have led large-scale Active Directory, LDAP and identity migrations, data centre exits, and infrastructure modernisation initiatives designed to reduce security risk, strengthen access governance, and improve operational resilience.

Known for calm delivery in high-risk environments, I work closely with senior stakeholders across security, infrastructure, and service teams to align technical delivery with business priorities, manage cross-programme dependencies, and keep multiple workstreams moving in parallel. My background spans IAM-adjacent platforms, Microsoft identity technologies, secure infrastructure, and regulatory-driven change, making me well-suited to programmes focused on ransomware risk reduction and enterprise identity uplift.

WORK EXPERIENCE

Project Manager, AXA GO

May 2023 — Jun 2025

Led LAD Migration, LDAP migrations from Linux to Windows and key workstreams for Tech Server Rationalisation Project at AXA GO. Managed transition of two business entities from a legacy data centre to regional centres, implementing a new POD Infrastructure Model across local and global domains. Navigated complex lift-and-shift process, balancing risk management with minimal business impact. Developed Data Centre Exit roadmap and executed migrations following Swiss regulations and UK security standards.

- Reduced the Jump Server estate by 45%, assigned remaining 30% into business ownership
- Coordinated hardware/software updates and service upgrades in targeted regions.
- Implemented risk management strategies to mitigate potential outages
- Delivered successful parallel migrations within tight timelines despite infrastructure delays.
- Progressed changes through Change management throughout UK & Swiss Migrations
- Maintained Security policies with replication of Firewall rules for migrated apps and services
- Created a database/Tracker of all Firewall rules raised for future Cyberdefense recertifications
- Directed migration efforts, ensuring compliance with security requirements & 0% P1/P2 incidents
- Built relationships with Change management teams in various regions
- Maintained & successfully escalated risks and issues in Steerco Meetings and RAID meetings
- Successfully overcome all project delays with mitigations or re-arranging project plans

Project Manager, Barclays

Sep 2021 — Dec 2022

Oversaw Print Modernisation initiative for Barclays regional and globally, engaging with over 600 branch banks, 50 offices world-wide. Identifying & deploying approval process for non-compliant sites facilitating a printer consolidation. In parallel oversaw multiple workstreams for Barclays' Mobile Project, enhancing colleague experience through new solution design. Collaborated with stakeholders to address concerns regarding existing solutions, showcasing improvements of new offerings. Facilitated transition support, ensuring stakeholder requirements were escalated for Programme-level resolution.

- Facilitated cross-business discussions for approvals,
- Ensuring alignment with project timelines.
- Developed contingency plans to manage stakeholder expectations and deliverables.
- Secured branch approvals to consolidate 20% of printer estate.
- Reduced global print devices from 3400 to 2700 (21%)
- Collaborated with vendors on pre-deployment and post-deployment support.
- Working with Contracts team to onboard new network suppliers (improving network Coverage)
- Organising Test subjects and test sims per country for network coverage testing
- Championed stakeholder engagement, addressing concerns effectively.
- Delivered solutions to complex issues raised by stakeholders.
- Coordinated transition strategies to new systems, ensuring smooth adoption
- Producing playbook for phased testing, contracts & deployment of Mobile recording facility
- Identifying best network coverage with stakeholders, Identify work providers in every continent,

Business Project Manager, Barclays

Sep 2021 — Jan 2022

Oversee implementation of Target Operating Model (TOM) changes across multiple business areas. Assess functional requirements and creating standardised information packs for business leaders, aiding in detailed analysis.

- Developed standardised information packs, improving decision-making processes.
- Identified redundancies, driving cost reductions across business functions.
- Identify and eliminate process duplicates while analysing complexities to propose streamlined solutions.

Project Manager, COVID Vaccination Program

Jan 2020 — Jun 2022

Oversaw establishment of COVID clinic, collaborating with Superintendent Pharmacist. Planned project timelines, managed staffing applications, and implemented safety processes for vaccine handling. Documented procedures, ensured staff onboarding compliance, and maintained records of vaccinators' certifications and security checks. Facilitated vaccination of 3000 patients in one-week, optimising site capacity and adapting staffing to meet daily demands.

- Coordinated project deliverables, achieving timely clinic launch.
- Developed safety protocols, enhancing vaccine handling procedures.
- Managed comprehensive documentation, ensuring compliance with regulatory standards.
- Fostered relationships with NHS teams, improving operational efficiency.
- Provided daily reports on successful deliveries & wastage of Vaccines

- Managed the flow of high volumes of patients for Vaccinations, reducing fainting patients

Infrastructure Project Manager, Barclaycard

Jan 2017 — Dec 2019

Successfully led complex post-acquisition integration projects for Logic House (2015), ensuring full alignment with Barclays' technology standards and governance. Delivered large-scale infrastructure and application migrations within aggressive timelines, achieving operational stability and compliance

- Directed network migration and Windows 10 laptop rollout for 3rd-party teams
- Designed and deployed AWS-based developer environments
- Managed Windows 7/10 application migration
- Developer Migrations to Windows 10, Dev Application packaging & cataloguing
- Training Site wide the process of requesting application Packaging
- Implementing new streamlined BAU process to support onsite Developers Laptop Replacement
- Training the IT onsite use of Corporate Asset Management
- Mentoring colleagues with business process surrounding Migration Projects
- Implemented corporate deployment services and asset management systems
- Ensured PCI DSS compliance across all migrated systems, mitigating regulatory risk
- Working alongside wider Barclays Business area's to identify Process & Procedures for Migration
- Supported email and data migrations, ensuring zero data loss and minimal business disruption.

Project Support Engineer, Barclays

Sept 2016 — Jan 2017

Project Support Engineer for Barclaycard Migration Programme, as it was a site wide transformation from Processes to User devices. Assisting with User Device deployments, users account Migrations, BAU Process Training, Migration User & company Data. Plan & design process to Migrate 3rd party business data into corporate infrastructure, following guidance provided by Barclays GIS and Infrastructure teams. A process never attempted previously from a business classed as a risk.

- Apprehend from GIS processes to migrate large quantities of data between business entities
- Design Process for Migration Approval from GIS & IRM
- Create Migration Plan with Time frame for Delivery, replication requirements and plans
- Business Change and storage documentation and informative process to business unit
- Planning and designing Laptop migration preparation process, for resources to carry out
- Support Users on Various Windows Environments (VDI, Citrix, Windows 7 & 10)
- Mentoring colleagues with business process surrounding non-core Projects
- Managing project resources to maintain project deadlines
- Using company provided tools to Support Installation of Applications Via SCCM
- Working on various Project streams to support Project deadlines
- Mentoring colleagues in areas of hardware/software support
- Maintained Asset Management onsite of all User Assets
- Updated User Assets post device replacement hardware
- Gain understanding of requirements from stakeholders & style of reporting required,
- Attend all workshops surrounding the business unit
- Advance understanding of PCI compliance requirements
- Creating Business Unit with documentation BAU Process and business for new process deployed

Desktop Support Analyst, PwC

Sept 2015 — Aug 2016

Desktop Support Analyst for PwC ITSP team providing support to all levels of users and VIP's from support at ITSP service area and VIP desk visits. Using ticketing systems, updating ticket with diagnostic details and solution details to better improve support and service from call centre.

- Created a KB article to better support Bloomberg terminal installations & support in individual offices
- Shared my knowledge and understanding of MS Office issues
- Gathered better understanding of Lotus Notes
- Supporting networking concepts such as TCP/IP, DNS, DHCP
- Deployment of Operating Systems & Software using SCCM 2012 & Software Installer
- Supporting company apps i.e. Lotus Notes, Pulse, McAfee EPO, Aura, Office 2013
- Monitor/Printer/Desktop/Laptop Asset Management
- Support and Diagnosis of HP & Lenovo Hardware
- Support of all Systems utilised by company (Kiosk machines, Bloomberg desktops)
- Mentoring colleagues in areas of hardware/software support
- On Call VIP support for meeting rooms

Windows Support Analyst, Exertis

May 2015 — Aug 2015

Windows Support Analyst for Exertis, providing support in day to day running of the site and additional remote support to other business sites. Working from Ticketing systems providing support to local users, building new machines for new starters providing a clean slate and avoiding data contamination.

- Documentation of systems, software & configurations for company requirements
- Build and Deploy Windows 8 Image to company spec's and requirements
- Administrator of MS WDS, update device drivers and Images
- Administration of MS WSUS and manage test of updates and deployments
- Providing 1st & 2nd line support to various Laptops/Desktops/Printers/Telephones
- Improving of Kaspersky Security Console setup & streamlining configuration
- Maintaining Symantec Veritas Backups with replenishing Tape libraries
- Managing tickets under set SLA's, assigning tickets to 3rd line support if required
- Supporting an Enterprise Environment & supporting VIP/executive users
- Updating and managing Asset management of all company devices
- Creating an Inventory of assets for destruction

Network Manager, Legal500

May 2010 — Feb 2015

With the Network Manager role my responsibilities increased, from day to day running of the infrastructure, and recruiting to cover the network Administrators role. Mentoring the new administrator to take over my role while I planned to improve and upgrade the business infrastructure, implement more controls, Procure HP servers for Build and Deployment of SQL servers, implement DR processes, Test the Backups & Restore, Implement Major & Minor restoration to Limit affecting the business-critical Applications. negotiating contracts with vendors, managing infrastructure projects and delivery. migrating Users MS Office 97 to Office 365, Updating legacy Scripts & Marco's to work with the new Office Format. Deployment of MS WDS to assist Migrating the company from Windows XP to Win7, updating existing DR after implementing

upgrades to existing systems. Upgrading the Network devices to provide better bandwidth on internal networks, and future proof with support for Fibre Backbone.

- Planning & managing Office building Move, Managing all Infrastructure Power downs
- Completing Training & Completing Certification – Supporting Maintaining Server 2003
- Completing Training & Completing Certification – Supporting Maintaining Server 2003 AD
- Completing Training & Completing Certification – Supporting Maintaining Server 2003 Networks
- Deploy Security Endpoint Management
- Working with C#, batch scripts & Macros
- Recover Business Data after Virus Outbreak
- Identify Requirements for MFPs for Company, Test Vendor devices, Negotiate Contracts
- Negotiate Mass Purchase with Vendor submit bid with HP
- Build and deploy Business Unit Images for various Dept
- Plan & Negotiate Deployment of New User devices between business Deadlines & Projects

Network Administrator, Legal500

Aug 2007 — May 2010

My Introduction to IT and growth came from Legalease, where I was introduced to a wide range of skills from my role. Managing & supporting Servers, Desktops, Laptops, Printers, MFP's. Hands-on work with Servicing the Printers, replacing parts on Desktops as needed. Working with 3rd parties to complete technical support on Servers & Network Switches. Migrating from Novell to Microsoft Active Directory, Upgrading Tape Drives to the latest standard to back up more Data from business servers.

- Planning & completing Office moves within same building
- Completing Training & Completing Certification – Supporting Windows XP
- Completing Daily, Weekly & monthly checks on Business-critical Infrastructure
- Remediating issues found during Regular Infrastructure Checks
- Implementing checks where new systems are introduced
- Learning HTML web language on the fly & Updating company website with product updates
- Update DR documentation with introduction of new systems
- Replenishing Printers with consumables, and ordering consumables as required
- Checking Invoices and signing off on payments
- Implementing MS training into Live environments for AD & GPO to deploy software & Configs

EDUCATION

PMI (LinkedIn Learning) - Project Management Skills for Leaders

PMI (LinkedIn Learning) – Project Management Foundations: Communication

NASBA (LinkedIn Learning) – Conflict Resolution Foundations

PMI (LinkedIn Learning) – Managing Project Stakeholders

PMI (LinkedIn Learning) – Project Resource Management

PMI (LinkedIn Learning) – Project Leadership

PMI (LinkedIn Learning) – Project Management Foundations

PMI (LinkedIn Learning) – Introduction to Risk Management

NASBA (LinkedIn Learning) – Agile Project Management: Comparing Agile Tools

NASBA (LinkedIn Learning) – Disciplined Agile in Project Management

NASBA (LinkedIn Learning) – Agile Project Management: Continuous Improvement

SKILLS

Project Management – Expert

Leadership and Mentoring – Expert

Problem solving – Expert

Analytical Skills – Expert

Organizational Skills -Expert

Implementing documentation trackers - Expert

Supporting various project processes - Expert

Stakeholder Management - Expert

Risk Management - Expert

Interpersonal Skills – Expert

Persuading and influencing – Expert

Technical Skills - Expert

REFERENCES

References can be provided upon request