Callista Boateng Senior Delivery Manager

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PROFILE SUMMARY

- **Senior Delivery Manager** with **9 years** in **UK public sector digital services**, now running a national patient-facing booking service at **NHS England** across 5 teams and 3 suppliers.
- Plans in **Jira** and Confluence, forecasts with **Monte Carlo** simulations and burn-up charts, reports in **Power BI**, and runs releases through **ServiceNow** change control.
- Strongest in **multi-supplier delivery**, **dependencies on national platforms**, **release cutovers** and **budget ownership**, and has taken 3 services through their **NHS service standard** assessments at the first attempt.
- Works with **clinical safety officers**, user researchers, **supplier delivery leads**, the senior responsible owner and **service operations**, and chairs the fortnightly cross-supplier delivery board.
- Coaches **2 delivery managers**, runs the programme's **delivery community of practice**, and wrote the **cutover checklist** now used on every release in the portfolio.

TECHNICAL SKILLS

Delivery Methods & Frameworks:	Scrum, Kanban, Hybrid delivery, Scrum of Scrums, GDS service phases
Delivery & Planning Tools:	Jira, Confluence, Jira Plans, Miro, Smartsheet
Forecasting & Reporting:	Monte Carlo forecasting, Burn-up charts, Cumulative flow diagrams, Power BI, Excel
Risk & Governance Practices:	RAID logs, RACI, Programme boards, Change control, Decision logs
Release & Service Management:	Release planning, Go/no-go reviews, Cutover planning, ITIL 4, ServiceNow
Commercial & Vendor Management:	Budget forecasting, Supplier management, SOW management, Change requests
Certifications:	AgilePM Practitioner, PSM II, ITIL 4 Foundation

EDUCATION

University of Leeds — BA in Economics and Politics — Leeds, UK · Sep 2014 to Jun 2017

APMG International — AgilePM Practitioner — Online · Jun 2019

WORK EXPERIENCE

NHS England (NHS Digital until 2023) — Senior Delivery Manager — Leeds, UK · Mar 2020 to Present

- Run delivery for a national patient-facing booking service with 5 multidisciplinary teams and 58 people across 3 suppliers, taking it from private beta to live in **14 months**.
- Moved release forecasting from story points to **Monte Carlo** forecasts built on Jira throughput, and hit **9 of 10** quarterly release dates in 2025, up from 4 the year before.
- Ran a fortnightly cross-supplier board and a shared RAID log for 41 dependencies on NHS login and Spine integration, cutting blocked items older than 10 days from **27 to 6**.
- Own the **£14M** programme budget and 3 supplier contracts, reporting burn and RAG status to the senior responsible owner each month and agreeing a scope swap that kept beta on its date.
- Planned the cutover from the old booking system with go/no-go reviews, a rollback rehearsal and 4 weeks of hypercare, moving **1.2 million** monthly bookings with no P1 incident.

Sopra Steria — Delivery Manager — Manchester, UK · Sep 2017 to Feb 2020

- Delivered a **£3.9M** fixed-price digital service for a central government client with 4 teams, costing and signing off all 19 change requests through formal change control.
- Took over a red-rated case management project and brought it back to green in **5 months** by rebuilding the release plan with the client's product owner and cutting work in progress.
- Introduced cycle time and throughput reporting across **6** teams, replacing the story point reports the client's delivery lead had stopped trusting.