Jordan Blake

https://www.linkedin.com/in/jordanblake

London, UK

PROFILE

IT Programme Manager. For 7+ years in HID Global's Professional Services team I have partnered with finance, government, aerospace, automotive and healthcare clients across EMEA, the Americas and APAC to deliver identity and access management (IAM) and authentication programmes they can trust. In that time I have booked 180+ SOWs for 90+ clients (2019–2026).

I am at my best as the calm centre of a project: keeping clients informed with timely, transparent updates, looking after the people doing the work, and getting things over the line when it matters. Across 30+ surveyed engagements, clients average 9.1/10 likelihood to recommend, and 94% are satisfied or very satisfied with project management and delivery. PRINCE2 Agile certified, with over a decade of IT delivery behind me.

KEY SKILLS

PRINCE2 Agile, Waterfall	Budget & margin control	Supplier & SI management
Programme & PMO governance	RAID, risk & change control	IAM / MFA / PKI delivery
SOW scoping & commercials	Stakeholder trust & engagement	Go-live, hypercare & handover

PROFESSIONAL EXPERIENCE

Programme Manager | Jan 2025 – Present
Project Manager | Mar 2019 – Dec 2024
HID Global (an ASSA ABLOY company), Professional Services | London | Mar 2019 – Present

- Own HID IAM programmes from first SOW to go-live and Support handover, on time and within margin.
- Booked 180+ SOWs for 90+ enterprise clients across EMEA, the Americas and APAC (2019–2026), staying close from proposal through delivery and Support handover so clients feel looked after as well as delivered to.
- Maintain time, consumption and margin reporting across the Professional Services portfolio, keeping commercial risk visible and stakeholders informed as programmes move from first SOW through go-live and Support handover.
- Bring together and look after senior consultants, engineers, global SIs and channel partners so clients (Tier-1 UK retail banks, a UK central government department, a national finance ministry, global aerospace and automotive manufacturers, a US insurer and European university hospitals) feel supported as well as delivered to.
- Banking: a multi-year programme for a UK retail bank spanning 20+ SOWs, from high- and low-level design through an SME mobile app, Open Banking, retail separation mobile banking and platform upgrades. Also ran a two-phase authentication redesign (design, then delivery) for a Tier-1 UK bank.
- Government: ran a CMS upgrade for a UK central government department. The client scored it 10/10, praising the PM and engineers' knowledge and their fast, in-depth answers.
- Steered an urgent engineering hotfix ahead of a US insurer's production upgrade, unblocking card issuance and staying close to the client while we worked it through. Their programme lead: ‘I don’t think we would have been able to get to a resolution as quickly as we did without Jordan’s help.’
- Healthcare: IAM project for a regulated healthcare customer, covering biometric reader deployment, AWS server preparation, AD/LDS architecture decisions, site migration risk and FDA 21 CFR Part 11 mapping.
- Improved the project-to-Support handover process (recognised internally) and handed over complex Middle East and digital banking platform projects.

AI & Automation Consultant (Freelance) | Aug 2026 – Present
Self-employed | London | Clients: Hybrid Vacations, C4 Personal Coaching

- Hybrid Vacations, a premium sports-travel brand: building the new website and the AI agent infrastructure behind it, and looking after content, imagery and partner onboarding, including a 2027 excursions partnership.

- C4 Personal Coaching: scoped a practical AI and automation plan covering email marketing, Instagram and ad-spend reporting, a central AI knowledge base and flagging client check-in concerns.

EARLY CAREER

Project Manager | 2017 – 2018
Cegid | Milton Keynes

- Implemented on-premise and SaaS Cegid business applications for international luxury retailers, from 10-day custom developments to 100+ day replacement projects with global reach.

- Took the core Retail EPoS application from first workshop to global release for 3 key clients, and won back a client who had intended to cancel; they became one of the most satisfied and actively investing clients in the UK portfolio (£10k a month).

IT Project Manager | 2014 – 2017
EPOSability | Kings Langley

- Led new store launches, rollouts, pop-up shows, refurbishments and closures for a FTSE 250 retailer, with projects of up to £150,000 across 150 UK stores.

- Delivered 500 Cisco Meraki devices and 150 new fibre lines, lifting speeds by 300% on average and saving £1,000,000 a year. Also ran a 1,000-device P2PE chip-and-pin refresh to PCI standards and Meraki MDM for 1,500+ iOS devices.

- Joined as an EPoS/Retail Services Engineer (2012 – 2013) and progressed through Technical Analyst & Helpdesk Manager (2013 – 2014) before moving into project management.

EDUCATION

3AAA Academy, Watford | 2012 – 2015
Pearson BTEC Level 4 Diploma for IT Professionals; Level 3 Gold Standard in IT Apprenticeships

St Michael's Catholic High School, Watford | 2005 – 2012
3 A-levels (A - D); 14 GCSEs (A - C)

CERTIFICATIONS

- PRINCE2 Agile Foundation (PeopleCert, 2023)
- Apple ACiT iOS Service Certification (2016)
- Certified Cisco Meraki Network Associate (CMNA) (2015)