



MCA Awards 2018 Finalist

Performance Improvement Consultant of the Year

Arun Sharma, Mason Advisory

Arun joined Mason Advisory just over a year ago, but he's already had a huge impact. He is an experienced all-round IT consultant, who specialises in IT service excellence – bringing 12 years' experience of driving improvements in people, processes and technology.

He started almost immediately on what turned out to be a long-term engagement for an investment management client with bases in Liverpool and London. Initially engaged to provide subject matter expertise on a three-month project to develop a five-year roadmap for IT strategy, Arun soon made himself irreplaceable to the CIO for the transformation.

He spent 12 months working on site, commuting to Liverpool from Surrey. That would put a strain on anyone's personal life, but Arun remained enthusiastic about his work and determined to make the programme a success.

His positive outlook on life, dogged determination, and proven track record kept the programme to its tight schedule. Arun managed the engagement end-to-end, overseeing multiple workstreams, as well as running and negotiating a procurement and leading the roll-out of a crucial ITSM platform that – in combination with his process design and organisation model enhancements – has delivered significant savings and performance improvements for the business.