

CHRISTOPHER O'CONNOR

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ABOUT ME

A results-driven Transformation Consultant with 4 years' experience delivering end-to-end operating model and large-scale transformation programmes across the public sector, predominantly Healthcare & Life Sciences. Proven ability to design and execute change strategies, drive stakeholder engagement, and embed new ways of working across complex organisations. Experienced in co-creating target operating models, defining adoption approaches, and supporting business readiness across multi-stakeholder environments. Brings a pragmatic, outcomes-focused approach to change, with strong experience bridging business, process, and technology transformation.

WORK EXPERIENCE

 Oracle

Transformation Consultant, Digital Transformation and Enterprise Systems

[07/2022 – 06/2026]

Delivery & Implementation

- Led end-to-end implementation of Oracle EMR systems across enterprise programmes across 15 major UK hospitals, totalling £150M+, serving as the sole client contact to manage relationships, drive delivery, and enable extension discussions.
- Delivered 30+ 'as is' and 'to be' workshops per project, capturing business and workflow requirements across 20+ hospital specialties, translating them into scope documents, functional specifications, and system configurations bridging the gap between stakeholders and technical teams.
- Managed implementation activities, including testing coordination, go-live planning, transition support, and post-implementation stabilisation. Designed a multi-cycle testing and configuration approach that created repeated opportunities to identify and resolve issues early, ensuring stable deployments and reducing post-go-live defects.
- Developed delivery roadmaps, phased rollout approaches, cutover and implementation plans that ensured changes were introduced at controlled intervals, minimising disruption to frontline services and safeguarding patient safety during transition.
- Provided technical support and troubleshooting for Oracle system integrations, resolving 85% of issues within 24 hours and ensuring minimal disruption to client operations, putting me in the top 5% of consultants.

Change Management & Adoption

- Designed and implemented future-state operating models for some of the UK's largest healthcare providers, redefining organisational workflows and delivering measurable efficiency gains — including a 37% reduction in A&E waiting times — while securing stakeholder buy-in by translating complex business impacts into clear transition requirements.
- Delivered organisational readiness and adoption activities across 10+ enterprise programmes, supporting thousands of clinical and operational end-users, achieving >90% adoption within the first 3 months.
- Developed and circulated role-specific training materials for clinicians, nurses and administrative staff that accelerated user confidence and reduced resistance.
- Led training sessions to more than 1,500 end users to drive engagement and adoption, allowed for reduced onboarding times, and enabled smooth transition to new workflows.

Governance & Stakeholder Engagement

- Facilitated hospital governance forums and executive stakeholder updates, providing clear communication on programme progress, risks, decisions, and migration strategies.
- Advised clients on national standards and data governance regulations, ensuring compliance and reducing risk, ensuring clinical safety requirements were embedded into design, testing and deployment activities.

Pre-sales & Client Onboarding

- Conducted product demonstrations and workflow walkthroughs for senior clinical stakeholders, showcasing how Oracle EMR capabilities could address clinical, operational, and compliance requirements.
- Led post-implementation reviews with account managers, analysing adoption and performance metrics to identify optimisation opportunities and shape business cases that secured extension work.
- Supported pre-sales cycles by designing onboarding approaches for new clients, outlining readiness requirements, training pathways, and early-stage workflow familiarisation to ensure smooth transition from contract signature to project mobilisation.
- Contributed to proposal development by translating complex workflow requirements into clear solution narratives, implementation plans, and value-driven outcomes.

EDUCATION AND TRAINING

BSc Microbiology

The University of Nottingham (2018 - 2021) 2:1

- Awarded a First-Class for dissertation, investigating the relationship between probiotics and mental health, involving data analysis and critical evaluation of scientific evidence.

SKILLS

Core technical skills

- Change Management
- Operating Model Design
- Account Growth & Opportunity Identification
- Stakeholder Management
- Business Process Transformation
- Discovery Workshops and Requirements Gathering
- Training Material Development
- Solution Design & Demonstration