

# Sam White

Cologne, Germany  
[cv-contact@samwhite.me](mailto:cv-contact@samwhite.me)



## Personal Statement

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Senior Project Manager and Team Leader with 15+ years of experience delivering business and IT solutions to global Life Science clients in GxP regulated environments. Proven track record overseeing small and large-scale implementations, managing complex projects, engaging with senior stakeholders and fostering effective interdisciplinary team collaboration across technology and business domains to consistently exceed customer expectations.

Skilled at leading diverse matrix teams to deliver high-quality solutions from pre-sales, scoping, initiation and detailed project management through to completion. Passionate about the voice of the customer, change management and user experience. I prioritise a holistic approach, collaborating seamlessly across diverse teams, cultures, and solution domains providing actionable insights, strategic value, and driving forward improved delivery models.

## Key Skills

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- *Global Project Management Excellence:* Demonstrated proficiency with Global organisations to deliver multiple concurrent projects from pre-sales, project initiation, budget and planning through to risk management, delivery and operational handover
- *Stakeholder Management & Facilitation:* Experienced in senior leadership and key stakeholder management, facilitating collaboration; aligning customer needs to solution delivery
- *Team Leadership and Mentoring:* Experienced in both cross-functional matrix team and individual leadership in both remote and hybrid environments; establishing team growth, inclusive and collaborative mindsets
- *Effective Interpersonal Communication:* Customer focused and ensuring appropriate level communication for executive, business or technical audiences; establishing clear expectations through effective actionable presentation
- *Creative & Adaptable:* A process-oriented mindset with ability to rapidly adapt through problem solving, redesign and proactively managing ambiguity
- Native English speaker with German A1/2 certification, studying towards B1

## Professional experience

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### Senior Project Manager (remote)

SER Solutions GmbH, Germany (April 2024 - current)

As the Senior project manager, I oversee a program of projects for Global clients with over €1.8Mio budget and distributed teams and parallel workstreams. I ensure the successful delivery of targeted solutions to fit customer specific business needs. I also actively contribute to the development of the PMO, driving efficiencies and best practice.

## **Global Project Manager, SaaS (remote)**

Pitcher GmbH, Germany (*November 2021 – March 2024*)

As the primary customer liaison I managed multiple Agile project workstreams to successfully deliver custom software implementations integrated with SAP and Salesforce platforms. Working with multiple Global Healthcare clients my responsibilities encompassed pre-sales, business analysis, precise planning, budgeting, project leadership, scrum and effective stakeholder management.

Clients included Alcon, Boston Scientific, Novartis and Sandoz.

## **Regional Project Manager and Team Lead: Business Application Support**

Roche Diagnostics International, Switzerland (*February 2018 – November 2021*)

Responsible for international project management initiatives, working across multiple complex projects from scope assessment through to rollout. As CRM Product Owner I managed SME relationships and gathered requirements (user stories), consulted on business process improvements and drove the solutions and projects forwards to successful delivery. I also managed a Regional Application Support team distributed across EMEA & LATAM handling 4,000 CRM-related service requests and 7,000 email inquiries per year: increasing efficiency leading to 30% fewer support interactions within 12 months.

## **Regional Project Manager, EMEA & LATAM**

Roche Diagnostics International, Switzerland (*February 2016 – January 2018*)

Responsible for the roll out of a new sales and service Salesforce CRM solution across the EMEA and LATAM regions to over 2,500 end users in partnership with local project teams. Working with senior stakeholders to develop and deliver change management plans and training strategies to support rollout and support post go-live activities.

## **Information Manager**

Roche Diagnostics, UK (*February 2005 – January 2016*)

From application support I progressed through increasingly responsible IT project manager activities based on my ability to learn quickly and develop strong business partnerships, gaining wide ranging product knowledge and cross-functional project management expertise.

## **Professional Qualifications**

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- Agile Project Management Foundation & Practitioner, APMG (*June, 2014*)
- Change Management Registered Practitioner, APMG (*July, 2011*)
- Professional Scrum Product Owner, Scrum.org (*February, 2020*)
- Professional Scrum Master, Scrum.org (*February, 2020*)
- Fundamentals of Business Analysis, TwentyEighty Strategy Education (*December, 2020*)
- ITIL v.4 Foundation in IT Service Management, Axelos (*June, 2020*)

## **Higher Education**

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- MSc Information Processing (Distinction), University of York (*July, 1998*)
- BSc Hons Psychology (2.1), Open University (*December, 2011*)
- Post Grad Certificate in Biomedical Science, Manchester University (*August, 1996*)
- BSc Hons Biological Sciences (2.1), NESLOT (*July, 1991*)