

Contact details

Mark Shevill

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Skills

Digital Transformation & Innovation | Project & Programme Management | CRM & Automation Solutions | Data Strategy & Business Intelligence | Process Improvement & Change Leadership | Stakeholder & Vendor Management | Strategic Planning & Budget Oversight | Cross-Functional Team Leadership | Member Engagement & Experience Design | Governance, Compliance & Risk Awareness

Personal Statement

I'm Mark Shevill — a digital transformation leader, business automation specialist, and lifelong sports advocate with over 25 years of experience delivering technology-driven change across complex and evolving environments. Throughout my career I have delivered global infrastructure programmes, CRM and data platform integrations, and business-critical IT transformations, all underpinned by a deep understanding of stakeholder needs, user experience, and operational efficiency.

As a passionate cricketer and golfer, I have been a long-standing contributor to grassroots sport, bringing a unique dual perspective — someone who understands both the technology and the sporting culture. I've revitalised local cricket clubs as Chairman, run a regional cricket retail and coaching business, and continue to participate and follow sport actively. I see the power of digital to modernise systems, whilst encouraging engagement, grow participation, and create lasting value for communities.

Career History

Founder & Director – Nexus 360 & One Card

Oct 2020 – Present | Retford, Nottinghamshire

One Card was launched during lockdown as a digital alternative to paper business cards. Its early success highlighted a wider challenge facing small businesses: they needed more than just a digital calling card — they needed a smarter way to manage relationships, enquiries, and growth. This insight led to the development of

Nexus 360, a digital business card fully integrated with a white-labelled CRM and automation platform.

At Nexus 360, I work directly with SME clients to understand their workflows and help them embed automation, CRM systems, and customer insights into their day-to-day operations. From creating onboarding sequences to building dashboards that provide live information, I focus on delivering solutions that allow business owners and teams to operate leaner, make faster and more informed decisions.

Key Achievements:

- Supported over 40 SMEs in automating lead management, onboarding, and marketing workflows
- Integrated CRM structures with forms, calendars, email systems, and third-party tools
- Increased clients' operational efficiency through real-time dashboards and insight reporting
- Led the strategy, delivery, and ongoing support of digital solutions for clients in sectors including automotive, accountancy, and renewable energy aligning to business goals, such as integrated open banking and DVLA vehicle data.
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Digital Transformation Project Manager – Arrow Group

Nov 2022 – May 2023 / Manchester

Following the sale of 80% of the Arrow Group's business, I joined the team as a Project Manager to support the digital separation of the organisation. The challenge was complex: legacy systems needed separating, data had to be protected, and a new IT environment had to be built from the ground up — all while the business continued to operate.

I managed the team to design, implement and migrate to a new Microsoft 365 tenant, secure Azure environments, and SD-WAN infrastructure. This involved close collaboration with internal stakeholders, vendors, and technical teams across multiple regions.

Key Achievements:

- Delivered a fully independent IT environment aligned to CIS security protocols
- Managed tenant-to-tenant migrations and Mimecast mail routing
- Deployed Intune-managed laptops and mobile devices across two office locations

Digital Transformation Project Manager – English Heritage

Jun 2022 – Oct 2022 / Swindon

English Heritage needed to modernise its digital tools while maintaining stability across remote and often historically sensitive sites. I managed the national rollout of Microsoft 365, Teams telephony, and device management using Intune.

I worked across functions — from IT and security to business managers and data analysts — to coordinate a transition that met required standards and ensured minimal disruption.

Key Achievements:

- Delivered a compliant infrastructure using Intune and Windows 10
- Coordinated remote deployments across historic and dispersed locations
- Maintained user engagement and training across departments during transition

Senior Project Manager – Network & Telephony – Thomas Cook

Apr 2018 – Oct 2019 / Peterborough

This role involved overseeing a £5 million transformation programme covering voice and data systems across international offices. I managed the implementation of cloud-based telephony (Skype for Business), non-carrier specific performance hubs, and SD-WAN proof of concept across Europe and new WAN solutions across 90 sites, all while transitioning support in-house.

My responsibilities were varied from budget control and vendor negotiations to stakeholder engagement across IT, operations, and compliance.

Key Achievements:

- Deployed cloud telephony and WAN solutions across 90+ sites in Europe
- Transitioned support from third-party to internal teams, reducing costs and increasing control
- Delivered performance hubs for use with AWS, VMware, and Azure environments

Group IT Network Project Manager – Greencore Group

Oct 2014 – Mar 2018 / Chesterfield

When I joined Greencore, the digital transformation was already underway, but I quickly saw that there were some issues with the scope. I put the project on hold, did a complete audit of all 13 multi-site factories, redrafted the design and specified the scope. I worked with the stakeholders and teams both internal and external to

rescope the project and present the findings to the board.

Over the next three years, I oversaw the successful design and deployment of LAN, WAN, and Wi-Fi infrastructure across the UK, US, and Ireland. Delivered a new IP and security solution to manage over 49,000 devices across continents concurrently. During this period, I was heavily involved in onboarding a £1 billion acquisition of a US company which saw me building relationships across the US and spending many months in both the UK and US. My ability to coordinate time-zone-spanning cutovers and communicate effectively with senior stakeholders was key to the programme's success.

Key Achievements:

- Delivered successful network cutovers at multiple international sites across four time zones — all in a single coordinated implementation.
- Introduced consistent network governance and business processes across global sites
- Defined Wi-Fi-enabled systems supporting emerging collaboration tools

Senior Project Manager – Royal Bank of Scotland, Direct Line Group & RBS Insurance

2007 – 2014 | London & Edinburgh

Over this period, I led some of the largest infrastructure and data projects across Royal Bank of Scotland, Direct Line Group and its predecessor, RBS Insurance. This included delivering building new data centres, national call centre telephony upgrades, managing ATM migrations, building moves and industry leading strategies.

I also played a pivotal role in the delivery of MI and analytics platforms that helped inform operational decision-making at board level.

Key Achievements:

- Implemented Avaya and Aspect systems across UK-wide operations
- Led data centre migrations to Edinburgh and London
- Delivered SAS and MI platforms to support executive insight and reporting

Sporting Involvement & Leadership

Founder – Batting 4 6 Cricket Specialist Store

2011 – 2018 / Retford, Nottinghamshire

Batting 4 6 was more than a retail outlet — it was a hub for cricket. Located in the heart of Retford, it was an "experience store" that attracted customers from across the country. Beyond retail, we ran junior coaching programmes, partnered with schools across three counties, and sponsored Lincolnshire Cricket.

Through this business, I developed strong regional ties and used digital channels to build a brand that blended commerce, education, and community development.

Key Achievements:

- Delivered school coaching programmes across Notts, Lincs, and South Yorkshire
- Sponsored Lincolnshire Cricket and supported clubs in boosting junior participation
- Built a loyal retail and coaching audience through digital engagement and events

Chairman – Retford Cricket Club

2018 - 2024

When I became Chairman, the club was struggling — both financially and operationally. It had pennies in the bank and a single senior side. I led its turnaround by focusing on fundraising, community engagement, and junior development. We grew the membership base, increased the playing teams to 4 senior adult teams, 2 ladies' teams and 10 junior teams. I delivered and hosted high-profile events and ensured the club's long-term sustainability.

Key Achievements:

- Grew membership to over 200
- Introduced ladies' cricket
- Implemented and attained Clubmark Accreditation
- Secured funding and introduced improved digital communications
- Hosted PCA England Masters charity matches
- Awarded Nottinghamshire Cricket Board Coach of the Year (2019)

Golf Involvement

Golf has always been part of my life — I play regularly and enjoy supporting charity golf events. My enthusiasm for the game gives me a genuine understanding of what golfers want from their digital experience — whether that's booking tee times, tracking handicaps, or engaging with their club online. I see a real opportunity to make digital work harder for the sport — simplifying operations, enhancing visibility, and enriching the player journey.

Education - BSc (Hons) Mathematics -University of Northumbria – June 1996