

Professional Profile

A seasoned management professional offering over thirty years' experience leading service delivery, infrastructure operations, outsourcing, technical support, telecommunications and data centre management on behalf of organisations and clients operating globally. Combines creativity with critical thought and commercial acumen to manage change and deliver projects on time, to scope and within budget, without compromising business continuity. Positive and pragmatic, with an eye for detail and excellent organisational skills, bringing the ability to enhance performance, realise cost savings, and build relations with internal and external stakeholders.

Values colleague contribution and uses well-practised people management and leadership skills to work collaboratively, support individual performance and maximise efficiency of operational activity. Offers particular strengths in bridging the gap between technical specialist and lay audience, articulating complex concepts in a way that is meaningful to the end-user. Places an ethos of integrity, life-long learning and high standards of quality at the heart of all professional service provision.

Career Summary

 **Various IT Operations Leadership Roles**
Company Name · City, Country


2000 – Present

KEY ACHIEVEMENTS

- Oversaw prolongation of a major global account and managed end-of-life risks associated with an ageing estate by reviewing third-party agreements and underpinning costs resulting from extension of the contract into 2000
- Played a key role in shaping a business case to transfer nearshore UK LBU supported services to Company India
- Directed a programme that comprised
 - exit of a global account from two legacy datacentres
 - transference of live services without disruption for remaining customers to the UK Twin-Core facility
- Project-managed client transition from a legacy private cloud platform to the current solution within budget
- Realised over £5M of savings and revenue for the Operations Division by
 - determining a cost recovery strategy for a global account
 - developing a financial forecast encompassing datacentre foot-print reductions, contract changes and depreciation
- Implemented a new approach for management of all Managed Infrastructure Services, Operations Supplier contracts for UK services including
 - recruiting nearshore FTEs and reducing headcount in other areas
 - developing a contract database to centralise & manage costs more efficiently
- Resolved a previously unaddressed audit finding to avoid exposure and risk to contractual obligations
- Facilitated workshops demonstrating a range of 20 capabilities in relation to cloud services and infrastructure
- Established global account internal stakeholder reviews to plan and agree financial considerations for the year
- Restructured UK service delivery by introducing a service-orientated operational model and “customer first” ethos
- Supported the IT Operations strategy by
 - leading cross-departmental innovations that delivered cost-efficient services to internal and external customers
 - defining a new global service delivery model to strengthen governance, commercial transparency, and control
- Segregated Cloud Operational Performance Management functions into two business units to align organisational strategic goals at international and local levels
- Oversaw forecasting for Infrastructure Operations cost centres, representing an annual budget of ~£20M
- Facilitated service transfer of 48 staff into 2000 from another brand, and provided operational support for all services transferred as part of a £200M contract
- Selected as one of the “Top 20 Talents for 2021” in 2000’s annual Global Leadership Programme for the Managed Infrastructure Cloud Division

RESPONSIBILITIES

- Represent the UK Local Business Unit for delivery units providing private cloud platform and data-centre services
- Fulfil infrastructure and supplier contracts governing UK data-centres or for UK customers that are located on German platforms by managing resources including
 - overseeing activity of staff building and delivering IT infrastructure services
 - controlling an annual ~£2M budget and processes for charging to customer account service delivery managers

 **Platforms & Products Support Manager**
Company Name · City, Country


2000 – 2000

KEY ACHIEVEMENTS

- Directed upgrade of the Company Authorisation Service to Solaris 10 while maintaining core service availability
- Oversaw the transition from project to BAU support of the Company Clearing and Settlement Service onto the new European Regional Clearing and Settlement Payments platform
- Facilitated management of 40% growth in services supported by
 - playing a key role in processes to recruit, select, and on-board new staff
 - reducing annual contractor budget spend by £1.2M
- Improved customer satisfaction from 73% to 92% within the first year of a 'service desk' for server teams
- Re-negotiated business-critical and premium support contracts representing a value of more than £1M
- Rolled out processes to improve 'first level fix' from 52% to 70% within the Operations Command centre
- Maintained service level availability of core systems above 99.99%

RESPONSIBILITIES

- Managed technical support teams of 40 staff building systems, implementing software, and providing second- and third-line support for Company's Production and Non-Production mission-critical services
- Defined and implemented an infrastructure release strategy after negotiating maintenance windows with business owners to ensure operating system and software compliance for the Open Systems platform
- Held budgetary, contractual and licence management control for a £1M cost centre

 **Information & Communications Technology Director** 2000 – 2000
Company Name • *City, Country*


KEY ACHIEVEMENTS & RESPONSIBILITIES

- Reduced the operational budget by consolidating multiple technical departments
- Developed and implemented a systems management infrastructure to support Company business units
- Improved customer satisfaction by 15 points to a 98% satisfaction rating by rolling out a technical support desk
- Established a single service desk to handle all customer queries
- Oversaw "Online back-up" and managed network security service offerings with contract values of over £12M
- Directed customisation and implementation of company CRM system
- Led all strategic and operational aspects of Operations, Network, Managed Network Security, Infrastructure, Data Centre, Internal Systems and Technical Support Business Units, including overseeing consultancy and technical design for existing and potential 'online back-up' customers and IT due diligence in three company acquisitions

 **European Operations Director** 2000 – 2000
Company Name • *City, Country*

KEY ACHIEVEMENTS & RESPONSIBILITIES


- Established a European Operations Centre and recruited a staff of ten on behalf of a US-based company, including
 - defining European Support Centre facility requirements, and European customer support structure and strategy
 - implementing systems automation and monitoring strategy for USA operations
- Provided service management support for European customers

 **Vice-President – Software Engineering & Support Services, Global & UK** 2000 – 2000
Company Name • *City, Country*


KEY ACHIEVEMENTS & RESPONSIBILITIES

- Realised \$2M savings by devising a strategy based on a 'Follow the Sun' global support operating model
- Project-managed relocation of the Company, Company and clearing and settlement systems to the UK for Support Services in UK
- Evaluated and selected a vendor for frame relay technology, implementation, and support within EMEA
- Oversaw 64 technical support staff in the UK and USA delivering global support, configuration, performance monitoring, standards and audit controls for Company's MVS, VM and UNIX applications that provided world-wide clearing and settlement services and bespoke client server applications governing risk and fraud management
- Negotiated software support contracts representing a value of \$11M with OEM vendors

Early Career Roles

 **Various Support Director & Operations Roles** • *Company Name* • *City, Country* 2000 – 2000

 **MVS Computer Operator** • *Company Name* • *City, Country* 2000 – 2000

 **Contract Peripheral Operator** • *Company Name* • *City, Country* 2000 – 2000