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|  | **Naoise Gaffney | Pre-Sales / Enterprise Architect & CTO**  **Location: Dublin, Ireland (Global Work)**  **Telephone: +353-87-9774499**  **Email:** [**naoise.gaff.gaffney@gmail.com**](mailto:naoise.gaff.gaffney@gmail.com) |
| Worked in 135 Cities in 33 Countries / Abroad 150 to 200 Days per Year / 170+ Clients since 1998 | |

Professional profile

Proven track-record taking on challenging and complex global Client challenges, leading the way to documented valuable outcomes and solutions for Client Business as well as their IT organisations.

Multiple roles and responsibilities across the opportunity lifecycle (from Position to Manage) to ensure accountability and agreed-upon Client outcomes, increased company revenue and improved Team professional Knowledge / Skills / Aptitude:

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| Leading Pre-Sales Engagements for Global and Complex Clients such as PoC’s  Evangelising CA’s Capabilities, Value, and Solutions with Sales and Pre-Sales Consultants  Create Business and prepare IT Plans for Clients | Programme and Enterprise Delivery and Solution Governance  Requirements Gathering, Solution Workshops, Enterprise Architecture and Frameworks (TOGAF ADM)  Mapping the Business Strategies and Outcomes to an IT Plan | Client People, Processes, and Solution Workshops  Agile Coach  Mentor  All CA Service and Infrastructure Management courses |
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| **Client Role:** Pre-Sales Director  IT Management Consultant | **Client Role:** Enterprise Architect | **Client Role:** Trainer / Facilitator / Coach |



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| **Company Role:** Pre-Sales Director | **Company Role:** Enterprise Architect  Manager | **Company Role:** Trainer / Facilitator / Coach / Mentor |
| Leading RFI and RFP for Global and Complex Cross-Domain Solutions  Responding to Complex and Cross-Domain Solutions (People, Processes, Technology, and Services Delivery)  Planning the Digital Transformation | Manager for the Global Team of up to 20 for the Duration of the Programme/Project  Drive Solution Adoption, Guide Team Architects and Consultants  People (Change Management), Process and Technical Design Authority  Global Practice Member and Enterprise Architect | Architect Mentoring Programme for 220 Global Solution Architects  Architect Academy for All Solution Architects  Pre-Sales and Services Role-Play-Based Training and Development  Train the Trainer  Coaching / Mentoring |

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| **Client:**  Government Agency in the Middle East (2016 to 2018) | **Outcome:**  $5 M Licenses, $2 M Services, $1 M Education |
| **My Roles:**  Pre-Sales Director / IT Mgmt. Cons., Enterprise Architect, Manager, Programme Manager, Instructor/Facilitator | |
| **Results:**  New IT Services platform supporting 60+ ministries with improved end-user support and services delivered over 2 years (Position to Educate), winning over IBM, HP, and BMC. NPS indicates improved services to ministries and end-users. Implemented the full IT Solution Stack using CA Express Install (Solution Deployment, Configuration, and Validation from the Cloud (AWS / Azure)). Agile Coach for the Client and the Team.  Client Internal – New IT Services platform supporting 60+ ministries with end-to-end Service Management, Infrastructure Management, Project and Portfolio Management enabling Service Visibility, Traceability, and Resource Visibility via custom-built Dashboards for Senior Management. Proactive ability to plan and avoid IT Services issues. IT Service-related impact related to ministries and root cause(s) to quickly resolve undue impact on end-users as well as preventing SLA breaches. Fully integrated Service and Infrastructure Management processes. Stakeholders educated in the new ways of working. Implemented (updated and added) the processes, procedures, and technology for the existing NOC/SOC.  Client External – New Services and Support solution for the employees of the 60+ ministries, with all IT Services, Assets, and Issues in a Service Catalogue for ease-of-use and efficiency. NPS indicates improved services to ministries and end-users. | |

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| **Client:**  Global Asian Financial Institution (2013 to 2015) | **Outcome:**  $2 M Licenses, $1.2 M Services, $0.5 M Education |
| **My Roles:**  Pre-Sales Director / IT Mgmt. Cons, Enterprise Architect, interim Programme Manager, Instructor/Facilitator | |
| **Results:**  Custom dashboards and reports for the Business, IT Executives, and the NOC/SOC of all Business and underpinning IT Services provided to end-users (Clients). Ability to plan changes without impacting the Business Services, and in the event of a failure the ability to triage the impact and the Business and efficiently identify the root cause(s) of the IT Incident. Reports provide a measure of improvement of the IT Services provided over time.  Client Internal – all Business and IT Services (new and legacy) automatically managed and monitored after on-boarding. Implemented the processes, procedures, and technology stack for the new NOC/SOC.  Client External – improved service availability and performance, as well as an efficient resolution to Incidents. A better end-user experience. | |

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| **Client:**  Global Wind Turbine Manufacturer (2010 to 2012) | **Outcome:**  $5.8 M Licenses, $2 M Services, $0.5 M Education |
| **My Roles:**  Pre-Sales Director, Enterprise Architect, interim Programme and Project Manager, Instructor/Facilitator | |
| **Results:**  New Global Shared Systems Platform with improved Business of IT support and services aligned to the new organisation and desired business outcomes. The CA Service and Infrastructure Management solution ensures that the Client meets their need for production capacity and tighter quality controls. Initially winning over IBM, HP (swapping out HP), and BMC to deliver the Enterprise Solution over 2 years.  Client Internal – New Shared Services Platform enabling Management to make better decisions based on historical, current, and projected data from the solution via Dashboards on mobile devices and laptops. Deliver the ITIL processes in support of the new IT organisation, end-users and the Business. IT has a proactive ability to plan and avoid IT Services issues. IT has Service-related impact related to the Business and Shared Services and root cause(s) to quickly resolve undue impact on end-users (as well as avoiding SLA breaches). Fully integrated Service and Infrastructure Management processes. Stakeholders educated in the new ways of working. 2-way integration with SAP Solution Manager and several SAP tools for Availability and Performance Management.  Client External – Improved resolution of Business and end-user issues, full visibility from alert to event to IT Service to Incident to impact. Service Catalogue for ease-of-use and efficiency; one system instead of several for all end-user IT needs. | |

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| **Client:**  CA Technologies, Pre-Sales, Services, and Education | **Outcome:**  Increase in Client Business conversations. Revenue increase in Licenses, Services, and Education. NPS improvements for the Buyer and primarily User journey. |
| **My Roles:**  Pre-Sales Director, Enterprise Architect, Programme and Project Manager, Instructor/Facilitator | |
| **Results:**  Architect Mentoring Programme – Programme Owner (creator) and Lead of the Architect Mentoring Programme, a unique growth program for 220 global Services Architects at CA Technologies – soft skills, digital transformations, financial acumen, and frameworks.  Architect Academy – the continuous training and development of Global Solution Architects from 2005 to 2018, responsible for the content creation and delivery of crucial courses on Enterprise Architecture and Frameworks, Delivery Methodologies, Reference Stacks, CA Solutions, and Requirements Gathering.  Services Programme and Project Role-Play – as the Programme Owner and Key Facilitator I’ve run role-play-based courses on Programme and Project engagement for Programme and Project Managers, Solution Architects, and Consultants to enable them to collaborate on client engagements.  Global Practice – design, deliver, position, prove, and educate on CA Services Good Practices, Delivery Methodologies, Architectural Frameworks, Enterprise Solutions, and Foundations in IT Management Consulting.  Pre-Sales Training and Development – as the Pre-Sales Manager in Sweden I ran several presentation skills courses, role-play based, as well as courses on other relevant soft skills.  Train the Trainer – Train the Trainer courses for Instructors, Pre-Sales, and Services Consultants from 2004 to 2018. Learners gained/increased Knowledge, Skills, and Aptitude regarding presentation, facilitation and instructor, as well as structuring and creating content using whiteboards and PowerPoint.  Mentoring – individual and team mentoring of Pre-Sales (manged Pre-Sales in Sweden) and Global Services Consultants as a part of my programme at first, and later as a part of the CA Effect and CTE Mentoring Programmes. Most of my mentees are now Senior Directors or Solution Architects.  Technology Solutions – taught advanced networking, systems and solutions courses (3rd-party/non-CA) as well as all of CA’s Service Management and Infrastructure product courses since 1998 to 2018. | |

Employment history

**April 2019 – Current DDLETB @ Tallaght Training Centre**

**Facilitator – Train the Trainer Delivery and Evaluation 6N3326**

**Oct 1998 – Jun 2018 CA Technologies, Global (based in Sweden, and later Ireland)**

**Global Enterprise Architect, Global Pre-Sales Director, and Instructor**

**Oct 1992 - Oct 1998 Faculty of Law at Stockholm University, Stockholm, Sweden**

**Chief Technology Officer**

**Aug 1989 – Dec 1991 Royal Swedish Coastal Artillery, Sweden**

**Non-Commissioned Officer, Instructor, and Sonarman**

Education and qualifications

* **Train the Trainer Delivery and Evaluation 6N3326 / Needs Identification and Design 6N3325–** Distinction, QQI Level 6 Minor Awards, 6S3372 Special Award Training & Development
* **SAFe 4 Certified Agilist –** 2017
* **Certified IT Management Consultant / Business Analyst –** CA Technologies – 2017
* **Master Certified Architect, Level 2 –** Open Group – 2011
* **Train the Trainer –** CA Technologies, training new instructors, pre-sales, and services consultants
* **Lecturer –** Faculty of Law at Stockholm University – Masters in Law and IT Lecturer – 1998 to 2012
* **International Baccalaureate and International School of Stockholm (now SIS)**

**Further Work-Related Education/Qualifications/Groups**

* Radio Broadcaster on Christmas FM 2018, and currently on Real FM Caleta de Fuste
* Centre of Technical Excellence Membership and Infrastructure Lead (since 2015)
* Professional member of Open Group and Member of IASA
* Languages: English (fluent), Swedish (fluent), French (conversational), Spanish (conversational)
* Charity: Education Uganda – Margherita Peak trek to support educational improvements in Uganda.
* Hobbies: Tea Room, Shed, and Decking Builder (built my own in 2017). Radio Broadcaster. Love walking in the Dublin and Wicklow Mountains. Cooking; I’ve worked as a chef at an Irish Gourmet Pub in Stockholm at the weekends for 2 years (The Loft), and love doing most of the cooking at home as it helps me relax.