

Pat Graham FBCS CITP

Technology Executive

pat@trivaeo.com

Experience

CTO at Trivaeo

March 2012 - Present (5 years 1 month)

Innovative technology executive and business leader with 25-years experience in multiple industry sectors including Banking, Telecom, Retail, and Government, defining and delivering technical strategies to drive business growth while working with the C-level suite as a trusted advisor. Pat has held senior leadership roles at Harrods, RBS, Aldermore, Thomas Cook, Thomson Reuters, Marks and Spencer, Pace, Vodafone and Trivaeo. Notable achievements include launching and scaling a successful cloud-based business automation company, recovering business launches in Healthcare and Web Hosting and designing & building a finalist product for “CRM of the Year 2014” & creating most Innovative UK SME Cloud Platform 2016.

Interim CTO (Head of Strategy and Architecture) at Trivaeo Interim at Harrods

January 2016 - August 2016 (8 months)

Created comprehensive IT Strategy and technology roadmap based on Lean IT approach.

Interim Operations Consultant at Trivaeo Interim at Thomas Cook

August 2015 - January 2016 (6 months)

Engaged to support Director of IT Operations with organizational design and peak preparation.

Interim Advisory CIO at Trivaeo Interim at Aldermore

June 2014 - June 2015 (1 year 1 month)

Engaged to support CIO during IPO of challenger bank.

Interim VP of Service Operations at Trivaeo Interim at Thomson Reuters

January 2014 - June 2014 (6 months)

Set-up Service Operations in conjunction with global outsourcing initiative.

Interim Program Director at Trivaeo Interim at RBS

September 2013 - January 2014 (5 months)

Engaged to create DevOps capability to recover and rebuild the CA-7 batch scheduler within the scope of a £150M programme budget following the failure of critical infrastructure.

Interim Head of Technology (IT Architecture) at Trivaeo Interim at Marks and Spencer

May 2013 - September 2013 (5 months)

3-month engagement followed by 2-month extension with a primary focus of automating the route to production, evaluate managed service vendors and make recommendations for new approach, implement PCI zone and drive remediation of real-time stock management system.

Interim Program Director at Trivaeo Interim at Vodafone Group Network

March 2013 - May 2013 (3 months)

3-month engagement to establish global OSS/BSS rationalisation & consolidation programme.

CIO at Pace

September 2012 - February 2013 (6 months)

Primarily focused on restructuring global technology function following \$200M in business losses.

Head of Technology Operations / Head of Business Operations at Vodafone

March 2010 - August 2012 (2 years 6 months)

Managed Service Operations team of 485 internal staff and & 1100 outsource members to a commercial SLA of 99.995% availability within a budget of \$225M based on standard ITIL approach.

Established Business Operations Division by consolidating all technology focused groups within business lines including Machine to Machine, Supply, Logistics, Porting, Credit Management & Support.

Interim CTO at Trivaeo Interim at Fasthosts

September 2008 - March 2010 (1 year 7 months)

Engaged to lead forensic security review following a significant security breach. Recovered launch of USA hosting business.

Interim CTO at Trivaeo Interim at Alghanim Industries

January 2008 - September 2008 (9 months)

Led technology design elements of global SAP implementation. Initiated series of security remediation projects to conduct penetration testing for systems and platforms in the infrastructure and application landscape. Establish information security monitoring and management for non-business assets following an internal security breach.

Engagement CTO (London Metropolitan Police) at Capgemini

June 2006 - January 2008 (1 year 8 months)

Conducted a series of technical reviews to identify service improvement and remediation activities required to stabilize services following award of MSA contract. Supported initiative to replace banking platform for Nationwide Building Society. Engaged as SME on a joint bid with IBM for Homeland Security to develop Biometrics and IA platform.

VP of Technology at Matria Healthcare Inc

December 2004 - June 2006 (1 year 7 months)

Responsible for technology platforms covering development test and production environments supporting 3000 employees, 900 clinical nurses and 9 separate businesses. Adopted Agile approach for Development & recovered technology program to provide fetal monitoring for high-risk pregnancies.

Interim IT Director at Trivaeo Interim at Asiacell Communications

January 2004 - September 2004 (9 months)

Created technology division for newly formed mobile operator spanning Northern Iraq. Delivered infrastructure, data center services, business applications, OSS/BSS and Network Operations Center.

IT Director / Chief Technology Operations at Vizzavi Europe Ltd. (Vodafone Global Content)

July 2000 - January 2004 (3 years 7 months)

Successfully delivered robust infrastructure and back office for 9 companies in 8 countries, developed Pan-European operations division supporting all business units, conducted due diligence and integrated 8 operating companies into newly formed Vizzavi in < 6 months. Led divestiture of 8 companies back into mainstream Vodafone business and created infrastructure for VF Live.

Interim IT Director / CTO at Trivaeo (Multiple Telecom & Internet Start-Ups)

July 1997 - January 2000 (2 years 7 months)

Vtesse Network
British Telecom
Airspan Networks
Brightpoint
Mviva

IPO (IT Director) at U.S. Department of State

July 1990 - July 1997 (7 years 1 month)

Electronics Engineer (Crypto); Marine Guard (MSG); Communications at Marine Corps Recruiting

December 1983 - July 1990 (6 years 8 months)

Skills & Expertise

Stakeholder Management

ITIL

Outsourcing

IT Service Management

IT Strategy

Telecommunications

Start-ups

Business Transformation

Management

Change Management

Enterprise Architecture
Program Management
Cloud Computing
Business Strategy
Leadership
Business Development
IT Management
E-commerce
Vendor Management
Data Center
Professional Services
Service Delivery
Integration
Service Management
Business Analysis
Strategy
Enterprise Software
Executive Management
Consulting
CRM
Project Management
SaaS
Infrastructure
IT Operations

Education
University of Maryland European Division
Arabic Language; International Studies, 1987 - 1994

Interests
Outdoor / Water Sports

Languages	
English	(Native or bilingual proficiency)
Arabic	(Elementary proficiency)
French	(Elementary proficiency)

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[Contact Pat Graham on LinkedIn](#)