

Gerard Doyle

Head of IT Operations and IT Security at Ladbrokes

gerard.jm.doyle@gmail.com

Summary

Experienced technologist and Senior IT Manager with a successful track record of delivery and support in eCommerce and retail environments particularly on high transaction high availability platforms. Always seeking to improve performance and reliability of systems to provide tangible benefits to the business.

Specialties: IT Operations, Running large teams, Vendor relationship management. High availability high transaction systems. Recovering failing IT projects.

Sector experience: Media & gaming (9 yrs), Aviation (4.5 yrs), Finance and Insurance (2 yrs) Military(11 yrs)

Responsible for all IT system availability in Ladbrokes, spanning online consumer channels, corporate systems and a large retail estate (2,800+ stores) across Europe. Significant focus on digital, eCommerce and trading systems.

Experience

Head of IT Operations and IT Security at Ladbrokes

October 2012 - Present (4 years 6 months)

Responsible for the delivery of real time mission critical IT systems to the Ladbrokes business for its 16,000 employees. 2,800 retail locations. Also supporting the 24 x 7 on-line trading systems and Ladbrokes online Digital business including mobile. Operating in fully regulated jurisdictions across Europe Australia and The Far East (China).

Service Operations Manager at Ladbrokes

August 2011 - September 2012 (1 year 2 months)

Responsible for managing a large IT Operations team (80+) and a team of 120 offshore staff based in India. The team are responsible for availability of all Ladbrokes IT system including Digital, Retail (2800 shops), Trading and International systems.

IT Operations Manager at Betfair

November 2007 - March 2011 (3 years 5 months)

Responsible for managing the IT Operations team (40+) in Betfair. The team were responsible for availability of all systems in Betfair including the Betfair Exchange.

Oracle DBA team leader at Betfair

January 2006 - November 2007 (1 year 11 months)

Oracle DBA at Betfair

August 2005 - December 2005 (5 months)

Senior Oracle DBA and Solaris System Administrator at PrePay Technologies Ltd

October 2003 - December 2004 (1 year 3 months)

Oracle DBA team leader at NASDAQ Europe

October 2001 - March 2003 (1 year 6 months)

Oracle DBA (Contractor) at Cap Gemini

January 2001 - August 2001 (8 months)

Oracle DBA (Contractor) at Misys Interactive Trading

October 2000 - December 2000 (3 months)

Oracle DBA (Contractor) at Digica

August 2000 - September 2000 (2 months)

Oracle DBA and Solaris System Administrator (Contractor) at BAA

May 1996 - July 2000 (4 years 3 months)

Sys Admin at Dept of Defence

January 1990 - May 1996 (6 years 5 months)

Military Service at Army

October 1985 - December 1989 (4 years 3 months)

Skills & Expertise

ITIL v3 Foundations Certified

IT Service Management

Stakeholder Management

Management

Data Center

Change Management

IT Management

Solaris

Oracle

ITIL

Service Delivery

CRM

Virtualization

Leadership

System Administration
Agile Methodologies
Team Management
IT Operations
VMware
Product Development
Unix
PRINCE2
Security
Disaster Recovery
High Availability
Team Leadership
Project Delivery
IT Strategy
Cisco Technologies
Business Analysis
Online Gaming
Program Management
Performance Tuning
Active Directory
Scrum
Incident Management
Windows Server

Volunteer Experience

Volunteer at Crisis

December 2015 - Present

Volunteer at Crisis

December 2010 - Present

Courses

Head of IT Operations and IT Security

Ladbrokes

Ethical Hacking

ITIL Foundation

IACCM Fundamentals of Contract and Commercial
Management

CISM

Honors and Awards

CISM Exam - Passed

ISACA

January 2016

I'm applying for certification.

CISM Certified - Certification number: 1633293

ISACA

September 2016

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11 people have recommended Gerard

"Gerard is both experienced, pragmatic and driven. He frequently brought balance and stability to difficult situations whilst also being a pleasure to work with. He inspired others whilst also remaining humble, which are rare qualities in a manager."

— **Bradley de Souza**, *Acting/interim Director of IS (CIO), Betfair*, managed Gerard at Betfair

"“Gerard is a well organised, diligent man with a wealth of managerial skills behind him. He is able to work alone on his own initiative or as part of a large team. When problems arise, Gerard's cool, calm manner communicates to those around him that everything is under control. Gerard is reliable, honest and clearly knows his chosen profession well. He projects a 'can do' attitude with a professional demeanour that many will envy. Gerard would be an excellent asset to any company. He never seems flustered! I don't know how he always stays so cool under pressure! That is an enviable trait to have. I would gladly recommend Gerard to any employer and I would gladly work with Gerard again.”"

— **Darren Desmond**, worked with Gerard at Betfair

"I worked with Gerard across a number of key projects for the business. Gerard had an excellent eye for detail and was very good at clearly communicating his requirements both to me and members of my team. Gerard was a great team player and always saw projects through to completion."

— **Alan Coker**, worked with Gerard at Betfair

"Gerard is a highly competent IT professional. As IS Operations Manager he applied a calm and considered approach to ensure the reliability of one of the highest transactional volume sites on the internet. He frequently mediated between Product and the wider IS team to enable the delivery of several high revenue generating product development projects whilst maximising site performance and stability."

— **Fergus Haddow**, worked with Gerard at Betfair

"I often admired Gerard's ability to remain calm and level headed in any situation, even where those around him were climbing the walls. He was invaluable to Betfair and to the Compliance and Security function in

explaining things clearly, concisely, and assisting above and beyond the requirements of his role. He is a true professional and a co-worker from whom I have learnt many things."

— **Fiona Fryer**, worked with Gerard at Betfair

"Gerard is dedicated with an extremely broad knowledge of IS and from my experience possesses an excellent understanding of SLA's as well as very mature and innovative relationship management skills"

— **Paul Evans**, worked with Gerard at Betfair

"Gerard's commitment to the operational stability of Betfair's production systems set the tone for many across Betfair technology. He owned the production systems, exhibited great professionalism, technical and domain knowledge and was challenging and/or supportive as necessary. I would thoroughly recommend Gerard to lead IS Operations in any organisation and would certainly relish working with him again in the future."

— **Steve Hirst**, worked directly with Gerard at Betfair

"Gerard is a decisive manager, skilled at swift incident response and the necessary communications and interpersonal qualities required to manage such occasions in a way that allows the techies to get on and solve the problem."

— **Oliver Cook**, worked directly with Gerard at Betfair

"I worked with Gerard at Nasdaq Europe and found him to be a very effective manager who motivated his team very successfully and instilled a sense of teamwork and discipline. It was an extremely challenging, dynamic environment and required strong management to balance the ever changing requirements of the business against the operational parameters of the system."

— **Geoff Nutt**, managed Gerard at NASDAQ Europe

"Gerard was instrumental in the architecting, design and build of a mission critical pan European stock exchange Oracle system. He managed a team of DBA's and developers in a very demanding high pressured environment, often going above and beyond to get the job done. His attention to detail and ability to manage and motivate the team under extreme pressure was exemplary. He is a true IT professional and is still held in high regard amongst his peers and superiors throughout the global Nasdaq corporation."

— **Marlon Bromfield**, reported to Gerard at NASDAQ Europe

"I worked alongside Gerard at BAA and not only was he a very competent and skilled DBA he was one of the most likeable people in the team. Wherever he works, I am sure his productivity and personality will shine whatever the challenge."

— **Steve Brown**, worked directly with Gerard at BAA

[Contact Gerard on LinkedIn](#)