

Andrew Borowski

IT Director

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PROFESSIONAL SUMMARY

An experienced IT Director, proficient in leading and implementing £multi-million operational IT transformation projects that improve efficiency and drive down costs, with extensive experience in developing IT strategies, implementing new systems and infrastructure to drive future-proof technology architecture and landscapes. Demonstrates a solid track record of building successful multi-disciplinary teams with “hands-on” delivery leadership across large scale, complex programmes, adept at fostering strong relationships across stakeholders and business units creating engaging communication strategies to facilitate project buy-in.

CORE COMPETENCIES

IT Strategy
Programme Delivery
Organisational Change
DevOps/PaaS/SaaS

Agile/Sprints/Standups/Retrospectives
Process/System Implementation
Budgetary Management
Governance

Restructures/M&A Activity
Stakeholder Engagement
Risk Mitigation/Information Security
People Management/Leadership

EMPLOYMENT EXPERIENCE

Director, Digital Innovation Services | MSX International

February 2018-July 2019

Responsible for leading innovation technology across product and data to support new and existing services utilizing cloud-based platforms.

- Created company technical vision, leading technological development and strategic plans for development and deployment across Group services.
- Tracked, analysed and monitored technology performance metrics.
- Managed, fostered and built profitable relationships with third parties, vendors, suppliers and stakeholders.
- Oversaw all system design and changes in system architecture.
- Implemented best practice standards, creating robust frameworks that were adopted as standard.
- Managed the development of annual operating and capital budgets for purchasing, recruitment and operations.
- Coached and mentored Leadership team, providing support and advice, acting as a trusted business advisor to align strategic operational and financial goals.
- Led recruitment of DevOps Engineers, hiring industry-talented individuals to create high-performing team.
- Analysed organization, authentication and tagging strategies, identifying consummation of PaaS and SaaS to yield a greater economy of scale for the company across multiple services and projects for cloud.
- Oversaw the Digital Innovation team to produce a POC webservice to predict warranty approvals that was further invested into. AWS technologies used includes EC2, ECS, Lambda, Redshift, S3, Sagemaker, Fuse, Step functions, SQS, SNS, CloudWatch. Played with RPA technologies like UIPath and nearly adopted Pegasystems for integration.
- Adopted and implemented additional tools and resources for cloud use including Terraform, Ansible, Docker, Kubernetes and Jenkins some via the Infrastructure team via DevOps.
- Created data greenhouses strategy that was used to form the basis of AaaS, using POC for data virtualisation, market-driven KPI global scorecard system to capture fleet performance feeding into AWS s3 and building multiple cloud data lakes and warehouses.
- Planned and implemented a dedicated office on Essex University campus for the Digital Innovation team, fostering and building relationships between MSXi and Faculty staff that led to an additional office investment for the UK IT group.
- Identified new and existing assets using MVP, building at scale to support longer-term digital transformation solution.
- Following the GDPR mandate, held responsibility for deploying adherence strategy, utilising tools and Cloud adoption.
- Instigated regular training sessions on various topics including best practice frameworks, IT updates and change management as it relates to cloud.

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EMPLOYMENT EXPERIENCE

Director, Global Infrastructure and Operations | MSX International

April 2010-January 2018

- Analysed and oversaw the organisation's IT budgetary activities, with sole responsibility for €6m global budget, making recommendations for improvement to drive revenue.
- Architected and evaluated technology assets, making recommendations on technological solutions, ensuring alignment with company business needs and customer security standards.
- Scoped business objectives, ensuring technological resources adhere with the company's short and long-term requirements.
- Implemented governance and control processes, embedding accountability across teams to achieve best-in-class performance.
- A key player in M&A activity, managing and reviewing risk and security; applying robust stakeholder management, confidentiality and internal communications/diplomacy to divide systems, data and personnel, presenting infrastructure, network and product solutions to customers and colleagues.
- Managed the increase of VMware, storage and networks from initial start of 4 HP hosts in 2006 to 30, supporting over 700 global VM's; leading complex 3-year contract negotiations rolling over 10 years and sometimes saving money.
- Responded to RfP and RfQ for customers with business leaders and took part in sales presentations for major European and Global contracts. Spoke to suppliers to include their technology into our solutions and services.
- Responsible for unifying global IT team and infrastructure under corporate identity, modernizing and supplying current IT services, additionally building and supporting MSX products to assist over 6000 employees and 100,000 global customers.
- Following acquisition activity, global responsibility increased to oversee North America (increase by 80), Brazil (increase in 150), Australia, Thailand, India, South Africa, China an additional 650 employees across Asia-Pacific.
- Completed first-time pass customer audits covering ACR, SCR and ICR within COBIT or ISO27001 frameworks.
- Led the migration from Novell OES globally to AD and Office365 within an aggressive 6-month timeframe, supporting ongoing insourcing review of US division; additionally, integrating additional market AD domains in Brazil and Asia-Pacific into Office365 structure.
- Collaborated with Development Director to convert storage, server and DBA teams from IT Netops principals to DevOps, embracing Scrum & Agile principals using JIRA and implementing automation CI/CD tools using Bitbucket and initially Chef.
- Undertook line management responsibility for the Application Support team, developing leadership and coaching programmes to increase employee effectiveness; attracting and retaining industry-talented individuals through a reputation of empowerment, accountability and personal growth.
- Discovered the next generation ticket and change management tool for the Group, migrating from OTRS to RemedyForce.
- Analysed risk across areas of IT, investing in OneTrust Privacy, Security and Risk tool to assist with recording of data sets, risk and status; implementing in-house training to ensure awareness and adherence to GDPR across the European offices.
- Implemented a central repository of IT policies, procedures and processes, infrastructure, application support and development insights, moving away from multiple SharePoint sites as part of best practice frameworks.
- Analysed supplier contracts, leading contract renewals with RingCentral, BT, Microsoft, AWS, Azure, VMware, HP, SoftCat, NetApp, Dell, Interactive Intelligence and Tableau, driving significant y-o-y savings.
- Instigated and analysed feedback surveys across the Group for helpdesk calls and tickets to implement continuous improvement across the department and team, identifying areas of weakness to be addressed.
- Recruited an Application Support team leader and then establishing the NVQ apprentice program which after a year retained all 4 staff into trainees and allowed them to experience all facets of IT and defining IT pathways for them to retain industry-talented individuals.

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EMPLOYMENT EXPERIENCE

European IT Manager/Team Leader | MSX International (Colchester, Essex)

December 2003-March 2010

- Following a period of rapid restructure, analysed multiple application and server outages, global WAN connection conflicts and disengaged, underperforming teams and provided high-level implementation plan soliciting support from Executives.
- Established future-proof architecture landscapes, migrating from physical to virtual servers and backups, rationalising 180 machines and multiple storage arrays into a solid Enterprise technology foundation.
- Created specification and build of secure internal server environment, managing fire protection, redundant power and air conditioning as a result of the UK office relocation; becoming the only MSX global datacentre for OEMs.
- Initiated MSX Germany location to backup UK datacentre following successful conversion to virtual machine, deploying overnight automated sync of the database, utilizing redundant offsite machinery and space at minimal cost to the company.
- Implemented a service improvement programme across multiple European locations, advising on ITIL and best practice frameworks.
- Scoped business objectives, ensuring technological resources adhere with the company's short and long-term requirements.
- Regular visits for 1 – 5 days to Germany, Spain, Italy, France, Ireland, Netherlands & Sweden

Earlier Career

- 10/1996-11/2003: MSX International (Rochford, Basildon, Warwick): UK PC and Server Manager, Engineering Services
- 09/1992-09/1996: Hi-Tec Sports UK (Southend): IT Manager & DBA Programmer
- 01/1992-09/1992: AT&T (Swindon & Wakefield): Systems Support Programmer
- 03/1990-12/1992: Nash Broad Wesson (London): IT Programmer / Support
- 05/1989-01/1990: Property Data Services (London): IT Programmer / Support
- 07/1987-04/1989: Allerbridge Ltd (Hadleigh, Essex): IT Trainee Analyst Programmer

PROFESSIONAL DEVELOPMENT

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| • Docker, Ansible, Terraform online with Lynda.com via MS LMS System | 2018 |
| • Gartner Symposium (Barcelona) | 2018 & 2017 |
| • RingCentral ConnectCentral (Conference) | 2017 |
| • CloverETL | 2016 |
| • Tableau Advanced Workshop | 2016 |
| • CeBIT | 2014 & 2012 |
| • ISO27001 Lead Implementor – Advanced Level | 2012 |
| • Presentation Skills | 2008 |
| • Cisco | 2001 |
| • Novell | 2000 |
| • Leadership | 2000 |
| • Microsoft Windows | 1997 |