

Tim Scammell

Customer Success - Strategic Advisor at Apptio

tim.scammell@alumni.duke.edu

Summary

International leader and team builder, with considerable Experience gained from leadership roles across Europe, in Australia and in the Middle East.

His focus has been in IT and Financial Management roles in banking and high technology. In this capacity he has held COO and CFO roles in large international organisations. His success has come from improving the delivery of IT services by empowering teams and developing rich social networks that lift the performance of these teams.

Currently building something new and fresh. Stay tuned.

Experience

Customer Success - Strategic Advisor at Apptio

April 2015 - Present (2 years)

Apptio's Technology Business Management (TBM) applications provide revolutionary automation and analytics in cost transparency, showback/chargeback, planning and performance management required for IT to run like a business. From the founding of the company we set out to disrupt the existing enterprise software market by designing purpose-built, on-demand applications capable of managing the cost, quality, utilization and VALUE of IT services.

Today, Apptio is on track to become the fastest growing company in the history of enterprise software as a service. Leading global enterprise organizations such as Bank of America, Boeing, Cisco, Facebook, JPMorgan Chase, Microsoft, Avis, and Swiss Re rely on Apptio to reduce costs and align IT with business priorities - in fact more than a third of the Fortune 100 use Apptio. Backed by some of the world's most prominent financial institutions including T. Rowe Price, Andreessen Horowitz, Greylock Partners, Madrona Ventures, Apptio is building the "CIO's technology business management system" - like Salesforce.com built SFA/CRM for the Sales VP.

PhD Researcher at Warwick Business School

March 2012 - Present (5 years 1 month)

Developing my thesis in Strategy Management Strategies. It explores how to measure and cultivate social networks in high technology companies and show how the social capital this creates can directly contribute to the competitive advantage by supporting growth and lowering costs.

These benefits will be demonstrated through the development of a comparative measure of social capital calculated using bespoke algorithms, embedded in custom software tools and detailed ethnographic methods.

This constructionist research involves a number of small to medium size technology companies in the Cambridge / London areas

Technical Director at Seer Software Limited

November 2014 - Present (2 years 5 months)

We think that software that leverages relationships and expertise can make companies more agile and innovative. These functions yield 'rapid and informed decisions' that shape the progress of the organisation and improve the efficiency of the business.

We have been working on a suite of tools that have targeted PMO and general administrative functions. They do not impact the existing tools and enhance existing investments to provide insight that supports the development of the company and enhances its competitiveness.

If you want to know more ... www.seersoftware.co.uk

investor at duke cv

2006 - 2016 (10 years)

Senior Business Consultant at Keytree

September 2013 - November 2014 (1 year 3 months)

As a senior leader Tim built customer relationships and developed new offerings whilst also supporting the execution of consultancy projects.

Director of IT Strategy and Operations at ARM

April 2011 - August 2013 (2 years 5 months)

Responsible for a variety of tasks within the IT department, including: IT Strategy, planning and forecasting, financial management, project support office and resourcing.

Executive Director at UBS

August 2010 - April 2011 (9 months)

CFO of Business Unit IT. Leading the IT Finance team that supports customer facing IT activities. This spans all lines of business and all geographic regions.

Executive Manager at Commonwealth Bank of Australia

2007 - September 2010 (3 years)

IT Finance manager in support of the Wealth Management division and then central planning and reporting for the entire CBA IT spend.

AVP at Credit Suisse

January 2001 - November 2006 (5 years 11 months)

Midrange operations Manager, Head IT Infrastructure Architecture and Strategy, Senior Programme Manager, Senior IT Consultant, Senior IT Architect.

Manager / Managing Consultant at Ernst & Young

1993 - 2001 (8 years)

Senior IT Auditor at Coopers & Lybrand

1992 - 1993 (1 year)

Languages

English	(Native or bilingual proficiency)
German	(Professional working proficiency)

Skills & Expertise

IT Strategy
Organization
IT Management
Managerial Finance
Program Management
ITIL
Risk Management
Project Delivery
Stakeholder Management
Project Planning
Leadership
Enterprise Architecture
Governance
Management
Vendor Management
Business Process Improvement
Management Consulting
Project Portfolio Management
Change Management
Business Analysis
Process Improvement
Strategy
Outsourcing
Business Continuity
Business Process
Software Project Management
Cross-functional Team Leadership

Finance
Executive Management
Consulting
IT Service Management
Strategic Planning
Security
Team Leadership
Service Delivery
Integration
ERP
Disaster Recovery
IT Outsourcing
Requirements Analysis
PMO
Business Transformation
Solution Architecture
Mergers & Acquisitions
CRM
Data Center
Project Management
IT Operations
Process Engineering
Infrastructure

Education

Warwick Business School

PhD Researcher, Social Capital, 2012 - 2019

Activities and Societies: Operational Research and Management Sciences

Duke University - The Fuqua School of Business

Master of Business Administration (MBA), Business Administration and Management, General, 2004 - 2005

Institute of Chartered Accountants

ACA, Accounting, 1995 - 1996

The Australian National University

BComm, Accounting and Business/Management, 1988 - 1991

Volunteer Experience

Treasurer at Church Street Residence Association

November 2014 - Present

A association mandated to support local residents and support the development of our village.

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23 people have recommended Tim

"I'm grateful to have met and worked with Tim at Apptio. He is a truly inspiring professional and has been a mentor to me. Tim was very instrumental in advising meaningful technology adoption strategies for customers that positively impact how companies run and transform their business. Tim's vast experience, in-depth understanding of how IT drives business outcomes, and articulacy make him a leader in Technology Business Management."

— **Fabio Sartori**, *Customer Success Manager, Apptio*, worked directly with Tim at Apptio

"Tim and I worked very closely on one of the most challenging projects of my career when it comes to stakeholder management. The client was a large group of over 20+ individual companies. It wouldn't be an exaggeration to say that the project was doomed for disaster when Tim took over it. Through his true grit, integrity, steadfastness and plain old planning skills (rare nowadays) he was able to steer the project from an almost disaster to a roaring success. The client loves it now as do its over 90,000 employees ! He earned team's loyalty in a way that's hard to witness these days. I'd highly recommend him for both easy and difficult project management situations - especially stakeholder management and team building. "

— **Aqeel Shaikh**, reported to Tim at Keytree

"Driven by quality and passion rather than account metrics, the results speaks for them selves. Tim is a rare breed amongst the current pool of robotic project managers, he's insanely personable, articulate and clever. The FT500 project we delivered (above and beyond the clients expectations) was thwart with un-scoped tech challenges that would have consumed many 'rule book' driven PM's, but not Tim. His cool, calm and collected management style is underlined by a deep love and respect for people, for humanity, essentially it kept the team focused and loyal to the end - no exaggeration. I'd easily follow Tim into the next IT project, he's that good!"

— **Kofi Brenya**, *Senior Digital Designer, Keytree*, worked directly with Tim at Keytree

"I worked with Tim on a very complex project. We delivered an intranet site for over 90,000 employees. Technically the project was very demanding and required sacrifices from every member of the team. The solution involved a fully responsive application which contained desktop, tablet and mobile optimised views.

It took us nine months to finish the work and the client loves the result. It was a huge success. As a front end developer I could always rely on Tim's inputs. In a hard project like this, open and honest communication with the customer was essential and this was done nicely by Tim. He not only supported our development team with the information they required, but he trusted our decisions, which helped us in our everyday work. Tim was not only my manager, but someone who actually took an interest in me as a person. I would work with him again at any time."

— **Gábor Kesztyös**, reported to Tim at Keytree

"Tim is a really great person to work with and he has the skills that make him successful manager of large groups of people. He displays empathy with his team, which allows him to identify when there are problems or when someone needs an extra support. He is persuasive and able to manage expectations easily. Lastly, his sense of responsibility is outstanding and this really helps when creating priorities within the project."

— **Álvaro Hernández Trapote**, reported to Tim at Keytree

"Tim is an exceptional person who understands human dynamics and behaviour of people from different cultures within a small team, to the nth degree. The time I worked with Tim was extremely enjoyable and rewarding. He was a project manager with a keen sight on delivery at the same time made people with different objectives in the team, come together to achieve a common goal. He single handedly convinced a group of 30+ Stakeholders to think on the same lines and agree on a common objective. Without his perseverance and friendly attitude, delivering a project with tight deadlines would have been an explosive environment. He trusted the team and ensured that dependability grew within the team based on honesty, clarity of thought and handwork. A truly inspiring individual whom I would work with wholeheartedly if our paths were to meet in the future."

— **Sendhil Murugan Ramasamy**, reported to Tim at Keytree

"Tim is the kind of excellent client every in house lawyer wants to have -- switched on to legal concepts, proactively managing his team's legal workload, not afraid to take ownership of complex problems, and, above all, a positive person who gets things done. I worked with Tim at ARM while I was the divisional lawyer for ARM's IT department during a time of tremendous growth and change in IT. Tim made a real difference to both the IT department and their own clients -- the very-demanding engineers fuelling ARM's R&D engine. As a fellow Brompton enthusiast, he also really knows how to build out a really cool even lighter weight Brompton! I wouldn't hesitate to recommend Tim for senior strategic and operational roles."

— **Jordan Hatcher**, worked with Tim at ARM

"There are some things in life that are simple and pleasurable to do. Writing a recommendation for Tim is one such example. Tim is a great person to work with; his appetite for work and broad knowledge base is impressive. He inspires teams and individuals across various levels of the organisation. He does this

through high energy levels, combined with passion and enthusiasm for the task in hand. Tim has a thirst for knowledge and development. He is very easy to engage with and has a genuine interest in helping and developing people. His passion and drive are infectious and has been instrumental in driving through change in ARM. Best regards, Scott IT Director Enterprise Systems"

— **Scott Goodchild**, worked directly with Tim at ARM

"Tim is one of the most dynamic people I have worked with in 30 years in IT. He is driven, insightful, plain speaking, well-read, knowledgeable and has a passion for success for all around him. I have often described Tim as a force of nature. He gets to the heart of the matter, is willing to say the unsayable and will drive an issue to resolution. His wit and candour are highly infectious. Tim earned very high respect from those of us who worked for and with him at ARM."

— **Wil Hepworth**, worked indirectly for Tim at ARM

"I undertook an IT Summer Placement at ARM reporting directly to Tim. Right from the start I was offered a clear goal to work towards - assist the company in performing a security audit (ISO/IEC 27001) at an international scale (successfully completed at the end). Despite the challenges posed by such a high-calibre project I witnessed strong & effective leadership qualities of Tim who on top of managing large engineering teams still kept in touch and provided any support / guidance necessary. I remember him as being always professional and committed to delivering high-quality work output."

— **Rafal Kwiek, MBCS, BSc**, reported to Tim at ARM

"It's a recognised fact that inducing strategic direction involving cultural change is an immense challenge, especially within an already successful organisation. Tim's abilities include a management style that leads by inspirational uptake. His technical skills are drawn from multiple disciplines, so he is able to identify and bridge areas of excellence and recognise how to apply change swiftly but organically. A brilliant and inspirational manager."

— **Ed Richardson**, reported to Tim at ARM

"Tim is incisive, he gets straight to the heart of complex issues and his judgement is sound. He's also not afraid to say what needs to be said, which makes him a great person to work for. He's an accomplished relationship builder, he understands what it takes to get on with business partners and he commands respect. In the time I have worked for him, I have observed him drive through the 'right' strategic initiatives and display limitless energy in implementing change."

— **Richard Lister**, reported to Tim at ARM

"Before writing my recommendation for Tim I read through what others have written about him and it is no coincidence that the same strengths shine through. Tim is very intelligent and energetic and demonstrates

very good business acumen. He is engaging and has a genuine interest in helping and developing people using a mentoring approach. Always professional in his approach strengthened by his ability to quickly understand issues and find solutions in conflict situations."

— **Nick Milner**, worked indirectly for Tim at ARM

"Tim is a highly skilled and experienced operations manager, with extensive knowledge and know how, in areas such as financial planning & reporting, project prioritisation and resourcing, service management, enterprise architecture, recruitment and team building. Working with Tim was a great experience and helped me to develop my strategic side and see the bigger picture. I would recommend working with Tim, as he will challenge you to improve and grow professionally. He is also great fun to work with on a personal level."

— **Tom Cadmore**, reported to Tim at ARM

"Tim is a strong leader who can provide long term strategic thinking alongside sound financial planning. He works to empower a team of people around him which creates a good working environment in which you feel you can develop. In the time we worked together he dedicated himself to his job and was very passionate about working towards positive outcomes. He is always generous with his time and takes active involvement in coaching his staff."

— **Owen Lewis**, reported to Tim at ARM

"Tim is an ideas machine, able to combine years of experience in a range of IT management roles with huge energy and drive. Tim is goal driven and embraces new challenges with creativity and candour."

— **Philip Stanbury-Jones**, worked directly with Tim at ARM

"It was a pleasure to have worked with Tim, he brings with him the knowledge he has gained from other companys. He is a great mentor and shares his honest insight into the field of work. He has done a great job at our company, in terms of managing our budgets and looking at a detailed 5 year road map. He knows when to push you to get the best out of you, and he is a great motivator. Its sad that i am having to write this recommendation, as I truely wished he was still working for us. Imran"

— **Imran Nisar**, worked directly with Tim at ARM

"Tim was my direct manager at UBS and I have found him to be very professional, respectful, intelligent and easy to work with. He is a consummate, persevering, result-driven finance manager and someone you can always go to for help. He has a strong grasp of technical accounting yet connects with his team on business level to get things done effectively. Tim holds high ethical standards and is one of the hardest working people I came across. I highly recommend Tim and believe he would be successful in a broad range of roles."

— **Kanita Antipov**, reported to Tim at UBS

"Tim is an exceptional executive that sees beyond the numbers. He can articulate where the business is and where it's going with strategic thinking. He has amazing presentation skills at the highest levels I have seen and rather than have thousands of numbers, he can show the picture in a couple of slides that get to the point efficiently. My time with Tim expanded my knowledge of presentations, developed skills, lateral and strategic thinking. Great person to work with and he is focused on the big picture deliverables and caring for the business."

— **Chris Lira**, worked directly with Tim at Commonwealth Bank of Australia

"I have recruited numerous staff for Tim over the last few years and I would highly recommend Tim to any organisation. As a Manager he takes an active interest in developing his staff and really helping them build their career. Regarding his work I have always found he brings a lot of energy and enthusiasm to the table coupled with a big picture approach. He has a wealth of knowledge and some excellent experience gained both in Australia, Europe and the US. I believe that Tim would be an asset to any organisation."

— **Geoff Balmer**, was a consultant or contractor to Tim at Commonwealth Bank of Australia

"Tim is probably the best manager I have ever worked with -- that's saying a lot, given the stellar caliber of my clients. He is not only very personable, but also highly intelligent, extremely analytical and insightful (to the point of being able to spot the most subtle of issues in any argument immediately) and rock-solid under pressure. Even in a tremendously strenuous, politically charged atmosphere I never saw Tim lose his cool; despite a frequently hostile, counterproductive environment, he was able to repeatedly deliver top-quality projects while projecting a commanding presence to team members and other colleagues. Highly recommended."

— **John Salomon**, reported to Tim at Credit Suisse

"Tim identifies fully with his work, is addicted to learning and is always there when you need him. One cannot ask for a better colleague or worker."

— **Ralph Lippmann**, worked with Tim at Ernst & Young

"Tim has great experience in doing business and running projects successfully. He is eager to pass on his vast knowledge and take the extra time to mentor those who seek advice."

— **Peter Kunz**, reported to Tim at Ernst & Young

[Contact Tim on LinkedIn](#)