KRISHNA KOTECHA

Wellingborough, NN8 4UW | +44 7961 880330 | kkotecha@gmail.com | LinkedIn

GLOBAL IT INFRASTRUCTURE & OPERATIONS | LEADERSHIP | TRANSFORMATION | CHANGE

International **Head of Infrastructure & Operations** with >15 years' experience in building and transforming network, infrastructure and service delivery landscapes into world class capabilities, including latest innovative technologies.

➡ **Aligns IT strategic vision with corporate objectives and consistently achieves goals;** collaborates with executive level stakeholders on shaping IT strategy and able to 'see the bigger picture'. Spearheads development of new ecosystems and advocates introduction of latest technologies and services, such as cloud, SaaS and online streaming.

➡ **Transforms global IT operations and dramatically improves customer experience;** performs deep-dive analysis of IT functions and leads restructuring of talent pools to introduce new verticals. Promotes cost reductions, redesigns network infrastructures, remodels and streamlines service operations and extends support to 24/7 availability.

➡ **Sets out future direction and influences key decision makers;** outlines plans to scale up and expand existing IT footprint and initiates changes to improve organisational estates. Defines roadmaps and programmes to take organisation to next stage of development, generates incremental revenue streams and optimises client retention.

EXPERTISE | SKILLS

IT Strategy & Direction Setting	Transformation & Change	Decisive, Motivational Leadership
Stakeholder Engagement	Complex Project Management	Disaster Recovery (DR)
IT Infrastructure & Operations	Business Footprint Expansion	Software-as-a-Service (SaaS)
Solution Design & Architecture	Streamlining & Rationalisation	Blockchain, Cloud & Digital
Process Optimisation	Organisational Restructuring	Influencing Decision Makers

PROFESSIONAL EXPERIENCE

KotecMedia Ltd, UK   Dec 2018 – Apr 2019
Disaster Recovery Manager (Contract), HLC

Contracted to leading media consultancy and assigned to its client HLC (Travis Perkins) as a Disaster Recovery Manager, responsible for production of disaster recovery (DR) planning for entire business as part of in-flight Momentum project.

- **Successfully delivered DR plan and gained business acceptance;** re-evaluated DR scenarios and prepared new group-wide plan, worked closely with group IT function and understood business priorities.

Seed Media / TrustInMedia, UK   May 2018 – Sep 2018
Product Director / Solution Architect (Contract)

Offered expert support to Seed Media, a company who provides businesses with a referral campaign solution, to create SaaS model platform, and worked with a new start up, Trust in Media (a sister start-up company), on shaping of entire architecture and aided in evolution of this venture through 41% share in a performance rights business.

- **Re-launched service for Seed Media and contributed to retention of Carphone Warehouse;** architected streamlined SaaS model platform complete with stats and data on promotions, assisted with repairing of fractured client relations.

- **Deployed state-of-the-art architecture for TrustInMedia and product roadmap integrated with blockchain, event tracking and Video on Demand application services;** designed and built core cloud-based infrastructure.

Alghanim Industries Ltd, Kuwait   Jun 2017 – Mar 2018
Head of IT Infrastructure & Operations

Oversaw 55 staff in India, Kuwait Dubai and Saudi Arabia (with five directs) in one of the largest, privately-owned companies in Gulf region with a presence in >40 countries handling 300+ global brands, accountable for transformation of international IT infrastructure and operations supporting 6,000+ users, reported to CIO and controlled $10M budget.

- **Transformed entire IT infrastructure and operations into world class function;** headed up intricate programme and seamlessly delivered series of changes affecting people, process and technology.

  – Launched one-stop-shop for customer service and significantly reduced number of dropped calls; extended service desk by eight staff and developed training programme to upskill resource pool.

  – Yielded 30% reduction in costs; implemented £1.5M project for a new telephone system.

- Revolutionised service desk capability and decreased P1 / P2 incidents by 30%; introduced global solution based around industry best practice, created dashboard reporting and proposed use of ServiceNow.
- Advocated application of latest innovation and future-proofed IT landscape; championed hybrid cloud technology usage, redesigned WAN network and launched WiFi hotspots into major food and beverage outlets and car garages.

KotecMedia Ltd, UK   Apr 2016 – Jun 2017
Solution Architect (Contract), RS Components

Assigned to KotecMedia's client RS Components, a global supplier of electrical parts operating in B2B and B2C environments, to architect new cloud-based storage solution and enhance overall infrastructure.

- **Delivered global Hybrid cloud-based and on-premises solution and reformed core IT infrastructure;** restructured file system, enhanced security model, migrated and upgraded middleware stack and deployed Hybrid storage solution.

Tata Communications, UK   Sep 2013 – Aug 2016
Head of Media / Infrastructure Services

Tata Communications delivers 25% of the world's internet routes, with >70% of the world's mobile operators already using telecommunications network. Appointed to head up media and infrastructure services and tasked with delivery of new media ecosystem; worked closely with CEO and CTO on strategic plans to ensure Tata's strong market presence.

- **Successfully designed and delivered new media ecosystem to cement global status and secured three new clients;** took ownership for building of platform, including service lifecycle, product suite and integration.
    - Set up media ecosystem in three greenfield data centres; implemented virtualised platforms and introduced cloud based Media Asset Management (MAM), fully automated supporting transcoding and cloud TV channel.
    - Built one of the first Content Delivery Networks (CDN) dedicated to video traffic only and sold prototype to Formula 1 for £250K; defined products, outlined charge models and presented simplified 'pick and choose' options.
    - Secured £1M in revenue for sale of CDN solution and media ecosystem Saas combined; optimised offering and pitched to potential clients; and guaranteed retention of two legacy clients worth £500K.

DX Group, UK   Sep 2007 – Sep 2013

DX Group Ltd is a leading independent mail, parcels and logistics end-to-end network operator in the UK and Ireland. Joined as IT Infrastructure Technical Lead, then following restructure in 2010, promoted to IT Infrastructure Manager.

IT Infrastructure Manager   Sep 2010 – Sep 2013

Reported to IT Manager and then IT Director during period of strategic growth through acquisition of three new businesses, Business Direct (2012), Secure Mail Services (2006) and Night Freight (2013), and responsible for development of core IT infrastructure and move towards one unified solution, while attaining strategic goals.

- **Moulded strategy and rolled out one platform with single sign on supporting 250 sites;** managed third party hosting vendor, consolidated Citrix and outlined three-year plan, including unified communications and security governance.
    - Restructured Active Directory platform and simplified user access, upgraded to Citrix Xenapp 6.5.
    - Realised 40% reduction in footprint, 30% cost saving and improved productivity by 50%; enhanced infrastructure.
    - Delivered WAN solution with >£2M investment; deployed advanced LAN, WAN and WiFi hotspots.
    - Simplified infrastructure landscape; rationalised UK sites from 400 down to 250.
- **Awarded Excellence in Customer Service (2010);** raised IT profile and organised roadshows to connect with business.

IT Infrastructure Technical Lead   Sep 2007 – Sep 2010

- **Recorded £400K over three years in savings and reduced IT footprint by 85% through virtualisation;** prepared business case alongside IT Manager, recommended VMware and reduced servers from 120 to <30.

Earlier Career:
Fujitsu Services Ltd | Senior Network Security Engineer   Aug 2006 – Sep 2007
Pinesoft Computers Ltd (co DX Network Services) | Senior IT Support Analyst Sep 2002 – Aug 2006
BT | Third Line Technical Support Supervisor   May 2000 – Mar 2002

QUALIFICATIONS, PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

BSc, Computing, 2001 (Incomplete), Middlesex University | **BTEC National Diploma in Computing, 1997,** Tresham College

Agile | ITIL V3 Foundation (Certified) | Symantec Storage Foundation and Clustering | Netscreen JNCIA-FWV