Gavin David **Fitton**

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**Summary**

Accomplished IT leader responsible for architecting, selling and delivering innovative value propositions within the consulting/practice/product space driving measurable value for clients. Experience gained from over 15 years plus, 5 years in the UK IT industry with the last 10 years in high level operational hands on roles in global complex and matrix organisations in IT Service Delivery, Technical Pre-Sales and Software Implementation using Traditional and Agile Project Management methodologies. Driving transformation and strategic engagements. Strong in client relationship management considered a trusted advisor managing large engagements (single/multiple), Designing, leading and ensuring delivery on complex consulting/product implementation programs for blue chip customers. Sectors for example FMCG, Oil and Gas, Automotive Retail and Facilities/Assets.

**Professional Snapshot**

* Senior Solutions Architect responsible for analysing, designing and developing commercially viable end-to-end technical Cloud solutions for the customer with the accountability for providing profitable business for Urbanise by translating customer needs, and technology opportunities into detailed technical offering, solutions and proposals. Adept at designing and implementing effective and customised business solutions on software delivery using Agile/Scrum methodologies and utilising prerequisite business analysis models such as POPIT/Gap. Originated add on sales opportunities and follow on consultancy services and new client prospects resulting in new contracts.
* Advanced levels of technical knowledge delivering corporate strategy and technical solutions to expertly position companies for future growth, profitability and improved performance. Experienced in Multiple Project Management Methodologies with successful background in managing multi-phase and multi-resource projects to conclusion while maintaining high customer satisfaction. Effective change management implementing the standardisation of IT Service Management processes (ITIL) across Beiersdorf.
* Strong leader and mentor to the business and IT function, consistently meeting and exceeding aggressive deadlines within budgets. Self-starter and driven including methodology and process learning, proactive in industry innovations systems and programs, market trends analysis, business forecast and their adaptability to current systems. Exceptional presentation and communications skills to effectively identify, influence, negotiate, and expediate the needs of clients and key stakeholders. Mentioned in the [Urbanise 2016 Annual Report](https://urbanise.com/wp-content/uploads/2016/10/ubn_annual_report_low-res_spread.pdf)

**Employment History**

* **Senior Solution Architect Urbanise.com, Dubai UAE May-2015 to Nov-2018**

Responsible for the Pre-Sales, Architecting and implementation delivery of Urbanises Software platform (hosted on AWS using SaaS model), covering modules for Community Management, Asset Management, Facility Management, E-Services (inclusive of facilitating setup of PCI DSS Level1 complaint merchant payment gateways) and IOT hardware sensors now re-branded as [Urban.io](https://www.urban.io/). Developed project plans ensured implementations were completed on time, within budget, meeting client expectations. Implemented training programs developed presentations including training materials; direct delivery of training and knowledge share with direct face to face and online with clients and key stakeholders achieving knowledge transfer. Adept at concepts, practices, process and procedures to mitigate risk and accomplish goals. Lead and directed the work of others including operating in standalone delivery responsibilities. Creativity and latitude to deliver customer satisfaction generated future demand quickly earned status as a trusted Senior Solution Architect among major account points of contact and proactively sourced new business development opportunities.

**Key Achievements:**

1. Awarded the “[Urbanise Urban Legend](https://twitter.com/urbanisepulse/status/742969611130417152)” <https://urbanise.com/news/meet-our-urban-legend/> For consistently delivering results, impressing clients and dedication.
2. I sold, architected and implemented the Urbanise Asset Facilities Platform to manage and maintain assets Dubai Parks and Resorts. See [Finance News Network AU](https://www.finnewsnetwork.com.au/archives/finance_news_network122395.html)
3. I sold, architected and implemented Urbanise Community/Asset/Facilities/E-Services to Abu Dhabi National Oil Company (ADNOC) Ruwais Industrial City (10,000 Residential Units with 22,000 Population) Urbanise. See [Urbanise financial report 2018](https://urbanise.com/wp-content/uploads/2018/09/urbanise-annual-financial-report-2018-1.pdf).

* **Regional IT Service Delivery Manager Beiersdorf Middle East UAE Aug-08 to Mar-15**

Managed and implemented ITIL framework best practice services across regional Middle East, Turkey and Africa in line with Strategic Global Plans. Responsible for managing and directing technical teams across the region ensuring delivery of service level agreements and implementation of roll out of emerging global infrastructure and software lifecycle providing strong leadership, mentoring, training empowering the team driving and delivering performance through agreed KPI’s

Successfully project managed multiple new office relocations and fit outs across the regions establishing IT infrastructure, network design, project planning within budgets and ensuring implementation within deadlines and SLA’ with minimal business impact to end users.

Managed and optimised service level management through auditing such as survey tracking, asset management and license management IT security along with continuous improvement to enhancing functional policies and procedures. Driving innovation and change to improve end user business experience delivery to meet business goals in addition to rapid implementation of Global changes. Exceeded expectations on IT service delivery by encouraging the utilisation of new technologies and benefits to the end user and organisation through knowledge transfer and change management approaches.

**Key Achievements:**

1. Implemented IT Service Delivery function in Beiersdorf’s locations within UAE, Saudi Arabia, Morocco, Kenya, Ghana, South Africa and Turkey (META) following ITIL best practices. This included office moves, new affiliate setups and standardisation of infrastructure across the region.
2. Successfully delivered IT Service Management for IT Service desks KPI’S and Ticket SLA’s (97.5%) for the META region.

* **Technical Support Engineer Pipex, Manchester, UK Jan 07 – Aug 08**

Provided high level technical and network problem resolution to end-users (customers) by performing customized diagnosis whilst guiding users through step-by-step solutions.

Identifying and problem resolution, and enhancement opportunities; comparing data from different sources to draw conclusions and propose appropriate solutions using effective approaches consistent with available facts, constraints, and probable consequences within the network infrastructure and software environment. Managed when necessary call center communication interfaces.

* **Network Manager Collegiate High School, UK Oct 04-Jan-07**

Managed all aspects of the ICT and Data service acted as IT lead advisor, supported staff and pupils throughout the Junior and Senior School. Gained experience in Microsoft servers, active directory, networking and phone systems during that time. Responsible for installations, system backups, security access and inventory. A premier school leading the way in IT technologies in education with over 1000 end users

School Network Infrastructure: 360 workstations 1400 + users

* **Technical Advisor PC World, UK Oct 00-Jan-04**

Provided guidance to customers on installing and repairing technical equipment. Troubleshooting on malfunctioning and inconsistencies of technical systems. Performed annual servicing on customer workstations, ensuring future demand for SLAS virus removal and prevention, data recovery and back-up services.

Sales targeted role and customer facing achieved excellent track record for exceeding targets, delivery and cross selling of high margin products, and insurance warranties.

**Functional Experience**

* Consultancy\* Team Leadership\* Presentation skills delivering complex content to both technical and non-technical audiences\* Technical Presales\* B2B/B2C Sales\* IT Sales\* Enterprise Architecture Overview\* Agile\* PDCA Cycles (Plan Do Check Act) \* Scrum\* Kanban\* ITIL Framework\* Project Management\* Define Scope\* Business Analysis/Requirements Gathering**\*** IT Operations \* IT Strategy\* Negotiating\* Stakeholder Management\* Project Risk/Quality Management\* IT Service Management \* SAP R/3 High level knowledge with expertise in authorisation processes (MM Master Data and Order Management /SD/FICO - Budgets) Service Delivery SAP Supply Chain (APO PLM) Projects\* Effective Communication to all stakeholders such as project teams, management, customers and CXO Level \* Analytical\* Business Change Management\* GAP Analysis \* POPIT (People, Organisation, Processes, IT) ITIL Change Management (Configuration item changes within CMDB)\* Business Process Mapping \* BPR (Business Process reengineering) \* Build client relationships \* Training \* Mentoring \*Budgeting \* IT Security \*IT Auditing\* Cloud solutions (IaaS, PaaS, SaaS) \*AWS\*Azure \*API’s REST web services using jSON\* SOA\* Microservice Architecture \* Networking Technology LAN/WAN/DNS/TCP/IP \* Call Centre Environments\* Unified Communications\* Power BI\* Hardware Infrastructure delivery\* Standardisation Projects \* HP Service Manager \*HP Asset Manager \* SCCM \* AD \*Drafting PPT’s, Proposals, RFQ’s and Proposal

**Professional Qualifications and Certifications**

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| * Higher National Diploma in Computing   (Graduated 2002)   * NVQ level 3 Information Technology * NVQ level 2 Information Technology * NVQ level 2 Business Administration * ITIL Foundation IT Service Management | * Structured problem solving * Effective presentation design * Myers-Briggs Type Indicator (MBTI) * Commercial & business finance awareness * Ongoing Training Exam booked - AZ-900 - Microsoft Azure Fundamentals * Ongoing Training PMI-ACP (Agile Certified Practitioner). |

**Personal Details**

* Gender – Male Date of Birth – 25th September 1979
* Driving Licence Holder Married Status – Married
* Nationality – British Currently based in UK