**JAMES WALKER EXPERIENCED IT MANAGER**

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**PROFILE**

I am a dedicated and forward-thinking IT Management Professional with now over a decade of IT leadership experience. Well suited to any organisation, with a long history of managing customer facing service departments for bespoke software companies.

Versed in both people and process management across multiple skill-sets within the IT sphere. Comfortable with large scape projects and application development & support.

**RELEVENT EXPERIENCE**

**IT/Infrastructure Manager** (2013 - Present)

**CDA Group Ltd** | Langar, Nottingham

Managing a team of IT Engineers and Analysts in day to day Infrastructure and business support activities whilst continually driving improvements through strategic planning with company stakeholders across Europe on key project implementations such as GDPR, PCI-DSS, ISO 27001, ITIL and SAP; ensuring deadlines are achieved and expenses are within budget. Reporting to group CIO.

Achievements / Responsibilities

* Built up the Infrastructure & Support department, a new department in the company. Recruited Infrastructure engineers, Support & BI analysts and designed the departmental workflows. Now a highly successful and well regarded department throughout the group.
* Developed a multi-year strategic IT plan to drive improvements within the department and the wider group. Through introduction of different roles, and new processes that better meet the business’ strategic aims.
* Project, stakeholder and implementation management of companywide ERP system and associated BI development.
* Implemented ITIL best practise frameworks with a primary goal to improve customer service and increase the effectiveness of service delivery. After a period of success this framework was rolled out group wide.
* Implemented IT security systems & process to ISO 27001 standard.
* Accountable for all IT-based projects, adhering to best practice standards and delivering results, on time and on budget.
* Highly influential in creation of business wide KPIs to further drive efficacy across the business. Designed the specification of and then lead the implementation and delivery of this data using BI tooling & in-house development.
* Architect and owner of the DR & worst-case contingency plan.
* Responsible for departmental purchasing and contract negotiation.
* Annual budgetary responsibility of IT spend of nearly £1m.
* Vendor & managed service partner relationship management.
* Oversaw a large-scale IT services transition, re-homing all key services to centralized data centre in Poland, as well as rehoming services to cloud providers.

**Deputy Head of IT** **(**2011 - 2013)

**CDA Group Ltd** | Langar, Nottingham

Responsible for all server and network infrastructure. My role involved planning and implementing IT services across the group. Exemplary performance managing complex projects with multiple stakeholders led to a promotion to leadership of the Infrastructure & Support department.

**IT Manager** (Dec 2009 - Oct 2011)

**Red Box Recorders** | Tollerton, Nottingham

Head of IT department with budget responsibility at a rapidly growing company. Responsible for full range of IT services & systems and business and customer project planning and execution.

Achievements / Responsibilities

* Project management of replacement of the companywide CRM system.
* Lead transition from physical to virtual machine infrastructure using Hyper-V and VMware.
* Internal customer service – daily management of both support analysts and developers. Ensuring adherence to tight customer SLAs.
* Multiple site management, including worldwide overseas sites such as Asia & USA.
* Matrix management of 10-strong customer support team.

**Technical Support Engineer** (Sept 2005 - Sept 2009)

**Voice Connect Ltd** | Groby, Leicester

Working as a remote support and installation engineer. Project managing, implementing and supporting bespoke telecommunication systems in the police, health and education sector.

Achievements / Responsibilities

* Managed the Server Build process and doubled efficiency through the introduction of new processes.
* Part of the Senior Technical team, working on large installation projects from planning to implementation through to handover and support.
* High-level police & military security clearance.

**Voluntary Position – Chairman** (Nov 2016 > Present)

**Buckminster Gliding Club** | Melton Mowbray

Leader of the Board of Directors for a small aviation limited company in the East Midlands. Spearheading initiatives to drive increases in membership & revenue. A challenging voluntary role that has taught me a great deal about managing stakeholders, especially as this requires engaging and motivating a mostly volunteer workforce.

**TECHNICAL KNOWLEDGE**

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| * Microsoft Stack (All versions) | * Firewalls - Checkpoint, Cisco & HP |
| * Microsoft Systems Centre | * LAN, WAN , VPN |
| * Microsoft Lync & Skype for Business | * Switching & WiFi – HP Aruba, Cisco |
| * MS SQL | * Linux - LAMP |
| * VMWare & Hyper-V | * Mobile Management - MobileIron, BES |
| * Amazon AWS / Azure / Office 365 | * DR Software - EMC Avamar, Backup Exec |