Mark Gibbs

12 School Lane

Coven

Wolverhampton

South Staffs

WV9 5AJ

**Mobile**: 0779 266 4612

**Email**: mark@gibbsconsultancy.com

**Website**: www.gibbsconsultancy.com

**Profile**

After more than 25 years’ experience in the IT industry, which has covered everything from Starting up Service Desks from scratch, through to running a division for a software company and on to creating, costing and writing up solutions to win multi-million pound contracts and seeing them though to BAU, I am now delivering Solution Architect Services as a Contractor.

I am a very experienced Solution Architect specialising in Infrastructure, Digital Solutions and Managed Services. I have experience of managing and developing high-technology services through thought leadership in creating service solution designs, developing solution scenarios and leading organisational change, whilst maintaining revenue streams and company profitability. I am responsible for crafting infrastructure solutions to meet Customers' requirements, including writing bid responses that have led to significant wins for businesses, detailing the solution and costing the solutions to budgets and creating Solutions to deliver various solutions in line with the Digital Roadmap.

**Experience**

I have expertise within both the Healthcare and IT/IS Industry and have significant experience of change management and service reconfiguration, having initiated new services from start up. I am a creative and effective problem solver; bringing teams, departments and major programmes back on track to success.

Develop solution designs that underpin and support the clients key Architecture Principles. Solutions are developed against business requirements and where gaps are identified develop the Key Design Decisions at both project and enterprise level requirements and determine the best outcome based solution.

All solutions are developed with the principle of security by design and Privacy by design in the fundamental underlying ideologies.

I have played lead roles in achieving significant multi-million pound sales and business development targets across national and international contracts, having being the lead Solution Architect in major wins with both Public and Private sector organisations.

I have experience of managing and developing high-technology services through thought leadership in creating service solution designs and developing solution scenarios and leading organisational change whilst maintaining revenue streams and company profitability. Recently, this has been predominantly focused on moving solutions to 'The Cloud' working with Microsoft, AWS and UK Cloud, which included creating a shared Management platform, to provides Management of the Environments and SIEM capabilities, that are multi-Tenanted to reduce the cost of managing Customers' cloud platforms, utilizing 'a build once use many' philosophy.

A close up of a logo

Description automatically generated

**Greene King**

**Solution Architect (Contractor)**

March 2019 to Present

I am contracting to Greene King as a Solution Architect working on Solutions to enhance their Digital Presence.

In this position, I am working with Departments within the Company, Retail, Digital, Operations etc. and Third Party Suppliers, to identify solutions in the Digital Arena and to produce High Level Solution Designs and Detailed Solution Designs, which are fully documented and which I ensure are taken through the Approval Process. This includes the Infrastructure to support the Solution, the Network Topography, full GDPR compliance, including carrying out Data Protection Impact Assessments, Security Compliance and Operational Acceptance.

I have contributed to identifying and designing templates for future Solutions and the artefacts needed to make taking the solution through the Governance Processes and Sign-Offs.

I sit on the regular Technical Advisory Board meetings as part of the team who agree and sign off all Solutions as technically viable, where I am involved in reviewing the designs and solutions of my peers and providing relevant constructive feedback as necessary

I feel I have become, in a very short time, a valued member of the team, who is relied on to deliver to tight timeframes and am one of the resources the larger IT team have confidence in to provide technical feedback on any issues they may need someone to 'run ideas past'

**A close up of a logo

Description automatically generatedSopra Steria**

**Senior Solution Architect**

November 2011 to July 2018

Sopra Steria are fundamentally a Back-Office/Software solution house, my role here was to provide the Infrastructure building blocks to enable the appropriate environment to host and fulfil the requirements of the overall solution, this could be on-site physical servers, on site Virtual Servers, hybrid cloud models, Private cloud, or Public cloud. This was fundamentally in the public sector, although a small percentage was in the private sector for financial or retail customers, working with Government cloud providers, predominantly UK Cloud (was SkyScape) or AWS, or Dual datacentre Active/Active or Active/ passive hosted solutions. This included MoJ and MoD solutions, which were both created by me and won and implemented to successful solutions. In this role I have to define the requirements by working with the Application development teams and define the correct VM environments to support the applications and bandwidth requirements.

In this position, I have not only won significant business for the Company by producing cost-effective solutions, that meet the customers' requirements, but have also helped increase efficiencies by assisting in producing a formal library of 'Bid Text' detailing the Standard Industrialised solutions we could deliver and redefining the way Cost Models are produced, in order to simplify the process and also to have 'Matrix Services', where if a service is selected, for example a number of Virtual Machines, then the supporting services, monitoring etc. are also costed without the Solution Architect needing to remember to cost them.

Example of RFP's I have worked on that Sopra Steria won include;

* Ministry of Justice
* Ministry of Defence
* Cleveland Police
* Centrica
* Defra
* Telefonica
* Thales
* Health and Safety Executive

Working in Sopra Steria, I was responsible for crafting infrastructure solutions to meet Customers' requirements, including writing bid responses detailing the solution and costing the solutions to budgets.

I am ITIL v3 Foundation qualified and have experience of changing the culture of the business to implement ITIL best practice and working to ISO:20001

A picture containing clipart

Description automatically generated**SCC**

**New Services Solution Architect Manager**

October 2008 to November 2011

Managing a team of Technical resources, I was responsible for the end to end development, implementation and delivery of new services within SCC, utilising accepted best practise techniques and SCC's approved methodologies, with special focus on Enterprise Support Services. This includes the support of the following technologies; Polycom CMA for Video Conferencing, RSA, NetApp, Symantec, Tandberg, Cisco, HP Procurve, Foundry Networks, Citrix, VMWare and Unified Comms.

I worked with the sales teams to secure new customers and revenues for the implemented services and was targeted on those revenues. I was a positive and active team player in the Managed Services Leadership Team and delivered a blend of innovative and inspirational leadership and provided practical input into the effective running of the business.

**Lead Solution Architect**

April 2008 to October 2008

Solution Architect with commercial experience, creating and documenting solutions for large profile potential customers. Also transforming current services for existing customers to ensure satisfaction and increased profitability.

In this position I was also Manager of a team of Business Development Executives that covered the south of England including London and surrounding area and whose annual sales target was in excess of £48m

**iSOFT PLC (formerly Torex Health)**

**Head of Primary Care**

2005 to 2008

One of the leading providers of software to the health industry. The division of the Company I controlled created and supported software for the Primary Care sector of the NHS. I was responsible for the operation and profit and loss of the Primary Care business unit for iSOFT, reporting directly to the UK and Ireland Managing Director. This role required a strong awareness of the Healthcare market (CfH, DoH, GPSoC) and proven experience in maximizing revenue and profitability within this sector.

In this position, I transformed the reputation of iSOFT, from a Failing Support Organisation who were not supporting the Software and also were not listening to Customer's requirements when creating new versions of the Software, to one where we were actually engaged and responded to Customer's needs on a regular basis, by engaging with the User Group Community and actually acting on their needs and requirements, this lead to a 60% increase in Customer satisfaction, according to the surveys, in little over 18 months.

I also spent time in Chennai, when a Major Programme was failing, that would have a significant financial impact on the Company, if a milestone was not met and managed to get the Programme back on track and meet the milestone, in order to receive the payment due.

**Support Manager**

2003 to 2005

In this position I ran the 2nd and 3rd line Support teams for all Primary Care Software and the Hardware under maintenance at the Customer's sites. This involved turning around a Support Organisation that had no direction and was constantly failing, into an organisation that put customers 1st.

Due to the recognition of the massive turn around performed, I was asked to take on the position of Head of Primary Care, by the UK Managing Director.