**DEWI JONES**

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| PROFILE |

I am a highly energised and driven individual who thrives on change, bringing strong leadership to a complex enterprise. I achieve this through building high performing teams, instilling a culture of trust and engagement, through forming strong partnerships with peers, stakeholders and customers, at all levels.

My affiliative leadership style is both engaging and motivating, fostering team collaboration and innovation, with strong focus on understanding and evaluating the customer's vision and goals, articulating and directing a strategy through influencing stakeholders and empowering agents for change, to embark on an exciting journey.

I have a proven track record in delivery, adopting agile methodologies and principles coupled with fresh and energising “start up” mindset, strive for early successes, gaining credibility, motivation and momentum, building confidence as scale and complexity increases.

With over 20 years’ experience in all aspects of IT from “front line” technical support and consultancy roles, through to strategic senior management and leadership roles, whilst building and maintaining excellent relationships with customers at all levels.

I consider myself a well-rounded leader within IT, solid track record for programme delivery, broad technical background and subject matter expertise within the disciplines of IT Service Management & Architecture. In recent years, this has given me the opportunity to acquire strong leadership and change delivery skills, through directing large, complex, global IT Resilience & Security improvement programmes, managing budgets in excess of £1m+.

I have a passion for efficiency, standardising, governance, automating, leveraging best practices, whilst being pragmatic, balancing what is the 'right fit" for the customer.

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| PROFESSIONAL EXPERIENCE |

**Hodge Bank - Interim Head of Service, DevOps & Security (March 2019 - Current) CONTRACT**

* Interim ownership for Service, DevOps & Security functions
* Transformed the DevOps CI/CD pipeline, with particular focus on quality releases into production, improved unit testing between environments, reducing the overall number of defects.
* Outsourced Security Operations Centre to a full MDR solution with Secureworks
* Defined the IT strategy and roadmap adopting a “Cloud First” approach and legacy application migration to AWS and Azure.
* Defined and implemented a new Target Operating Model for IT, introducing new proactive functions, securing budget to grow the current footprint by 50% up to 25 roles.

**Hodge Bank - Service Transformation Programme Manager (Sep 2017 - March 2019) CONTRACT**

Secured a £2m budget from the board and delivered on the following core initiatives;

* Transformed the end user workspace through delivery of a Citrix Cloud workspace and migration to Office 365 EMS E5 and lead on the cultural shift for more flexible and collaborative working.
* Significantly enhanced the Cyber Security posture of the bank by implementing a SIEM platform and accompanying SOC
* Achieved GDPR compliance for unstructured data by leveraging Security & Compliance features within Office 365 E5
* Radically improved the quality of service being provided by poor partners for Telephony and IT managed service providers
* Reduced the threat landscape by delivering a Network Access Control solution
* Significantly reduced the level of technical debt with an Infrastructure refresh and optimise domain management services such as Active Directory, Asset Management, Deployment and Event Management tooling.

**Hodge Bank - Service Delivery Lead (May 2017 - Sep 2017 CONTRACT**

Delivered a new Service Management function and underpinning Service Management Framework based on ITIL principles, appropriately adapted, taking into account, scale and maturity of the organisation.

This included, introducing formal Incident, problem and change management processes, defined and implemented a service transition process, resulting in smoother transition of services through the DevOps pipeline into Production.

Identified control weaknesses across the IT Service Resilience and Cyber Security landscape, formalised a roadmap for delivery over an 18 month period.

**Apex Data Solutions – Senior DevOps & Infrastructure Manager (April 2016 – May 2017) CONTRACT**

Apex Data Solutions is a research and development startup, that secured a $50m contract with the US government to build an enterprise web services platform to reconcile disparate data sources containing medical data for the veterans association.

As a Senior DevOps and Infrastructure Manager, this was an exciting opportunity with a broad remit to leverage my leadership, change delivery, and technical skills, and build a team to deliver multiple complex and dependant products within an aggressive 18 month contract. Key accomplishments below;

**➤** Assembled a geographically dispersed team of polyglot developers, solution architects, testers, focused on implementing a “follow the sun” 24/7 software engineering model, maximising development and testing opportunity.

**➤** Led the team evolution in adopting a scalable DevOps framework and Continuous Integration pipeline, with cloud hosted tooling to foster rapid development and source control whilst embedding a culture of test and learn.

**➤** Led the adoption of agile scrum methodologies, and played a “hands on” role with DevOps resourcing, backlog prioritisation, impediment removal, through collaborative sprint planning and execution.

**➤** Inspired and motivated the team to successful execution with extensive personal development and mentoring.

**AXA UK & Ireland - Senior IT Manager (February 2009 – April 2016)**

Joined AXA as an IT Service Continuity Manager with a remit to address major deficiencies with DR capability and implement UK wide governance and assurance. Key accomplishments outlined below;

**➤** Defined and implemented a UK wide Service Continuity framework and led a DR improvements programme, leading a technical team of geographically dispersed architects, infrastructure subject matter expert, project managers, senior IT managers on an 18 month journey. Delivered a highly standardised disaster recovery ecosystem, leveraging virtualisation for priority based automated recovery capability. Partnering with senior stakeholders, transitioned the business application landscape DR protection from 20% to in excess of 95%, enabling our business to report compliance to the FCA and critical strategic corporate partners.

**➤** Following promotion to Senior IT manager, I led a global team of 200 + to successfully execute large scale, multi platform, end to end data centre level DR testing, which was a first for the AXA Group globally. This was achieved through strong leadership and building a high performing team, embedding a culture of collaboration and establishing trust, design an innovative, reduced risk approach to performing large complex enterprise testing. This level of change required influencing of executive stakeholders and obtaining buy in to the overall strategy, which as a result established credibility across the AXA Group globally, reducing the operational risk capital held by AXA UK from £6.5m to £150k, to protect against catastrophic events, and transforming IT Service Continuity within AXA UK into a BAU service.

An outcome of the successes I achieved, was a broader remit of accountability where I assumed Service Management responsibility for transversal platforms and technologies, with a directive to reduce cost and maintain quality of service, this was achieved as outlined below;

**➤** Defined and implemented a Target Operating Model which transitioned expensive “on shore” services “offshore”, negotiating a 40% reduction in our cost base, built a service model through close collaboration with key stakeholders which delivered a service model in line with customer expectations. This acted as an enabler to reduce our technical debt, through more efficient and cost effective service provision.

**Halifax Bank of Scotland - IT Service Continuity & Security Team Leader (July 2006 – January 2009]**

Achieved full ISO20000 compliance for IT Service Management through strong collaboration with all ITIL process owners, played a significant role during the planning and implementation.

Led a team of 5 IT Security and Service Continuity consultants and Implemented frameworks for both functions adopting best practice principles [BS25777 & ISO27001], focused on end to end process improvement and controls. Delivered an improved leavers, movers, starters’ process and improved data leakage prevention, early PCI-DSS compliance adopters.

**Lloyds Banking Group – Senior IT Support & Service Continuity Consultant (December 1999 – July 2006)**

Technical support and consultancy on projects for the Asset Finance Division with over 5000 users across 3 main sites and over a 100 satellite sites. Technical recovery consultant in support of Service Continuity.

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| AREAS OF EXPERTISE |

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| • Operational Resilience  • Continuous Improvement  • IT Service Management  • Cyber Security SIEM  • IT Security standards - NIST, ISO27001  • Enterprise IT Architecture & Governance  • Best Practice Frameworks - ITIL, COBIT  • Compliance - GDPR, PCI-DSS, Solvency II  • Agile Scrum, SAFe & Waterfall methodologies  • DevOps - CI / CD  • Atlassian tools - JIRA, Confluence & Fisheye  • APM and Service Monitoring tools - Zabbix, Splunk, AppDynamics, Pagerduty, Slack | • Leadership, Influence, Negotiation & Trust  • Engagement and motivational  • Executive Stakeholder Management  • Programme & Project Management  \* Change Management & Organisational Design  • Strategic Planning & Financial Management  • Communication at all levels  • Vendor and Relationship Management  • Commercial Awareness  • Problem Solving & Decision Making  • Matrix Management  • Efficiency and Automation  • Planning and Execution |

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| QUALIFICATIONS |

* ITIL Foundation v3 [2014]
* ITIL Service Management v2 [2010] • ITIL Foundation v2 [2007]
* HND in Computing - University of Glamorgan, South Wales [1993 – 1996]
* BTEC National Diploma in Computer Studies - Coleg Meirion-Dwyfor, North Wales [1991 – 1993]