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| Profile | | | | | | | | | | | |
| A commercially-focused IT professional with a successful track record in infrastructure operations management, capacity management and global enterprise budget management. Over 15 years first-rate service delivery experience gained within both private and public sector organisations including Iceland Foods, Unilever Plc and Cheshire Councils.  Proven expertise in driving efficiency, productivity and value through the delivery of business aligned IT strategies. Extensive experience in service improvement, IT operations, cost savings, transition and transformation activities,  IT processes, data centre management, staff development / recruitment and IT change. Excellent stakeholder management skills at all levels, management of geographically dispersed insourced and outsourced teams in addition to management of 3rd party suppliers.  Possesses strong commercial experience, plus notable IT infrastructure and technical project delivery and people management skills. Outstanding leadership ability, backed by excellent communication and interpersonal skills has led to above target results in a range of high-pressure roles. | | | | | | | | | | | |
| Career and Achievements to date | | | | | | | | | | | |
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| Senior Operations Delivery / Transition Manager | | | | Dentsu Aegis Network (DAN) UK, Manchester | | | | | August 2018 to present | | |
| Responsible for the set up and development of a new global service operations delivery and transition team and insourcing the service operations function from the incumbent supplier in support of their 55,000 strong global user base. To date this includes a gap analysis of all existing processes and identifying and running extensive service improvement activities across the organisation in addition to enhancing the use of or replacing existing tools / technologies in line with and in support of DAN’s ambitious growth and strategic plans. | | | | | | | | | | | |
| Infrastructure Operations / Architecture Services / Technical Delivery Manager (Interim) | | | | Cheshire East and Cheshire West / Chester Council | | | | | April 2014 to April 2018 | | |
| Responsible for managing the Wintel / Exchange / IT infrastructure operation and project delivery for 9,000+ seats across Cheshire and Chester Councils and developing service improvement initiatives and future infrastructure strategy.  Key responsibilities included managing and developing the infrastructure operations support teams consisting of 12 Wintel infrastructure, MS Exchange, datacentre and project delivery staff, defining the support and infrastructure strategy, managing resource and budget allocation, managing vendor relationships and deliverables and developing and implementing a service improvement strategy. Most recently fulfilled a Technical Delivery management role within the organisations’ Digital programme of work.   * Management and development of the infrastructure operations teams responsible for maintaining the server and data centre environments – 1,200 servers hosting the IT services for over 10,000 users * Introduced service improvement initiatives to several core areas including Active Directory, SCOM / SCCM and VMware and a legacy / problematic MS Exchange 2007 environment which was subsequently upgraded to Exchange 2013 before migration to Exchange Online * Vendor service management, contract negotiation and renewal activities with key vendors such as Dell EMC, Microsoft and HP * Planning and managing consolidation and optimisation activities to enhance data centre infrastructure efficiencies including ‘right-sizing’ the virtual server estate and eradication of legacy Windows servers * Creating, refining and presenting internal investment programme bids for funding approval and preparing tenders / scoring responses for procurement of storage, server and network infrastructure, software licenses and services * Managed the end to end development and delivery of Digital solutions as part of the organisations’ Digital programme of work * Key involvement in joint venture / outsourcing exercises including designing high level solution architecture * Supporting the development and introduction of a technical delivery process model and integration into the existing operational assurance processes for release, change, configuration, test and transition to service * Developing cloud strategy migration initiatives and supporting business case options * Developing architecture technology roadmaps that are aligned to the longer term strategy, infrastructure lifecycles and license / maintenance renewals | | | | | | | | | | | |
| Head of Infrastructure / IS Programme Controller | Iceland Foods  North West, UK | | | | | | | | May 2013 to February 2014 | | |
| Responsible for maintaining and developing the company’s IT, networking and telephony infrastructure across head office, data centre, depots and 800+ stores. Achieved this through managing 30+ staff across 4 teams consisting of service delivery, technical architecture, project delivery and infrastructure operations.  The estate consisted of a 25,000 user base, 300+ servers and 1Pb+ storage - both in-house and 3rd party hosted, MS Office 365 / Wintel stack, Unix and Linux environments, EPOS, managed printer services, router / switch and mobile phone infrastructure for over 800 branches and field workers. | | | | | | | | | | | |
| * Successful delivery of key projects including replacement desktop environment, company-wide smartphone deployment and core / branch network infrastructure replacement across 2 data centres, 800 stores and head office * Defined the technical, infrastructure and service strategy for the business, proposing and implementing change as appropriate, taking into context the wider business strategy * Delivered effective £15m capital and revenue budget management, tracking and reporting activities * Directed and motivated the teams through the management structure, team meetings, team building, mentoring and creating career development plans * Set and monitored service level agreements which included key performance indicators for the IT helpdesk, 1st & 2nd line support, external suppliers and contractors and ensured that agreed standards were delivered * Ensured effective compliance and management of licensing, audit, security, disaster recovery and business continuity * Communicated the infrastructure and service strategy to peers and team members as well as to the board in order to develop understanding and acceptance * Developed robust working relationships with incumbent and prospective IT vendors to ensure that Iceland is receiving the appropriate level of service and support | | | | | | | | | | | |
| Capacity, Availability & Capital Manager | Unilever IT  North West, UK | | | | | | May 2010 to May 2013 | | | | |
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| Responsible for leading and managing a 15+ strong team for the provision of cost-effective solutions and for optimising the overall availability and capacity of Unilever’s technical infrastructure, throughout its entire lifecycle, in support of all IT enabled business activities within Unilever.  This global infrastructure consisted of multiple world class datacentres hosting 3,000+ Wintel servers (both virtual and physical), over 1,000 Unix instances, 11Pb+ storage (mainly HP EVAs and IBM DS arrays), 2,500+ SQL databases on 600+ instances, over 1,000 Oracle systems, 500+ network devices (core / edge switches, routers, load balancers) over 100 enterprise class backup arrays – hosting 2,000+ applications and services for over 50k users globally.   * Managed, tracked and reported on a €40m+ Enterprise Computing capital budget, and successfully influenced stakeholders in respect of IT Operations procurement priorities across multiple technologies (servers, SAN, LAN / switches, software and licenses) * Delivered €3m saving through consolidation and virtualisation of legacy environments * Introduced and published capacity service and infrastructure dashboards to improve the existing Capacity Management reporting cycle * Successfully delivered Unilever's infrastructure capacity plans ensuring that the underpinning IT infrastructure supported the business in the most cost effective manner and to organisational standards * Managed Enterprise IT risk management team and succeeded in reducing existing risks by over 75% * Delivered capacity management and reporting of new technologies, including developing processes and governance mechanisms | | | | | | | | | | | |
| * Acted as a member of a 24/7 Global escalation management team in the resolution of urgent / high impact IT infrastructure-related support incidents * Introduced and developed a capacity demand management function to improve provisioning, resource and spend forecast intelligence * Successfully managed and improved a capacity and provisioning team, identifying and removing single points of failure, whilst delivering a continuously improving service | | | | | | | | | | | |
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| Infrastructure Operations Manager | Unilever IT  North West, UK | | | | | | August 2007 to May 2010 | | | | |
| Responsible for managing and developing a globally dispersed team of 50+ technical staff across 4 teams consisting of Wintel, SQL, Citrix and Virtualisation who developed, implemented and supported the environments for 50k+ users globally across the Unilever business, in line with industry best practices, including ITIL.  The environment was made up of over 3,000 Wintel servers (a mix of Hyper-V and VMware) hosting core applications such as Exchange mailboxes for over 50k users, over 10k Citrix seats, and 800+ Wintel based applications supporting 24/7 production across Unilever’s global operation. | | | | | | | | | | | |
| * Exceeded year-on-year KPI targets for the reduction of operational incidents by successfully integrating change and problem management processes, and continuous service improvement into team operations * Successfully promoted MS SQL Server as the database of choice over Oracle and subsequently coordinated a review of the database landscape which resulted in a reduction of SQL instances due to improved utilisation of available capacity. The net result was a reduction in hardware footprint, licensing and maintenance to the tune of €1m * Ensured IT systems and services availability met or exceeded business expectations by working together with key operational support teams to help minimise incident related unplanned downtime * Fulfilled a Risk Manager role across Unilever’s Enterprise Computing teams * Developed and maintained a framework that provided a world class support environment as well as building and retaining a qualified team of technical professionals. Fully responsible for performance development plans and career development of direct reports, including training, workshops, mentoring and succession planning * Chaired regular vendor management service reviews to ensure that service levels were met or exceeded, KPIs were managed and reported on, and that vendors delivered against their contractual agreements – key vendors included IBM, HP, Dell, EMC and Microsoft, * Successfully integrated a technical project delivery team into an existing team of operational support staff, developing mechanisms of cross-functional working and cross-skilling people between technical disciplines | | | | | | | | | | | |
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| Wintel Server Team Leader / Specialist | | Unilever IT  North West, UK | | | | | | | | February 2002 to August 2007 | |
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| A senior member of a highly effective technical operations team that provided monitoring, diagnosis, support and service improvement across Unilever’s complex, 2,500 strong Wintel server environment. | | | | | | | | | | | |
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| * Played a key part in the development and execution of business continuity exercises * Developed processes and tools to enable the effective deployment of security patches, system upgrades and the management of disk capacity problems across the estate of c2,000 servers * Formed part of a team of on-call technical support, providing 24/7/365 support to the business | | | | | | * Consistently improved system availability and incident detection and resolution by promoting continuous service improvement initiatives * Promoted to team leader position – responsible for developing and performance managing team of 15 | | | | | |
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| Support Engineer / Operations Team Leader | | IKON Office Solutions | | | | | | January 1994 to January 2002 | | | |
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| Part of infrastructure operations and project delivery teams, including team leader roles at two major clients (Shell Research and Co-op Financial Services). Included developing solutions, deploying and supporting all aspects of IT infrastructure environments, operating systems, network attached peripherals and back office applications | | | | | | | | | | | |
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| PC, Midrange, Mainframe Engineer | | | IBM UK Ltd and RAM Computers Plc | | | | | | | | July 1987 to January 1994 |
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| Completed a 2 year technical apprenticeship with IBM across entire range of mini/mid/mainframe range of systems, as well as PC and IBM x86 server range of devices. Developed technical IT skills with RAM computers as an infrastructure engineer, deploying and maintaining server related systems, peripherals and back office applications. | | | | | | | | | | | |
| **Qualifications & Professional Accreditations** | | | | | | | | | | | |
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| * PRINCE2 Foundation, November 2012 PRINCE2 Practitioner, November 2012 * APMP Project Manager | | | | | | | | | | | |
| * ITIL v2 and v3 | | | | | | | | | | | |
| * Microsoft Operating Framework (MOF) | | | | | | | | | | | |
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