**Lee Pedley (ITIL v4 Qualified)**

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**IT Director - Head of IT – IT Operations – IT Service Delivery**

**ITIL Implementation - Team Leadership & Development – Enterprise Implementations**

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| --- | --- |
| **DR & Security Management**  **System Migrations/Integrations**  **Long/Short term Roadmap Planning**  **Project Management Skills**  **Vendor Negotiating & Management**  **Emerging Technologies**  **IT Budget Management**  **Business Transformation**  **Metrics-Driven Results**  **ITIL Implementation / Management**  **Business Stakeholders Management**  **Contract Management** | Technically sophisticated, Customer-centric and innovative professional with 25 years of experience developing, deploying, providing continuous improvement and evaluating systems to improve efficiency.  Business strategist with ability to plan and manage Multimillion-pound projects align business goals with emerging technologies solutions to drive process improvements, competitive advantage, and bottom-line gains.  Combine entrepreneurial drive with business management skills to drive gains in revenue, market share, and profit performance.  Possessing excellent communication skills and able to establish sustainable and profitable relationships with customers, suppliers and stakeholders across the world.  Possess several areas of expertise, including Performance optimisation, Profitability improvement and Best practices & benchmarking. |

**CAREER ACCOMPLISHMENTS**

* Rendered expert re-engineering business systems and saved in access of £100k against Opex per annum.
* Drove Technology advancements and reduced outward cash flow of the company by migrating to Office 365.
* Project Management of a major integration of two bought out companies being migrated into the TUI, while ensuring the accomplishment of the project’s key metrics on time and under budgetary constraints.
* Strategically planned both short-term and long-term IT roadmap for the setup and implementation of both development functions as well as infrastructure requirements to increase business value.

**Professional Experience**

**INTEGRATED BUSINESS APPLICATIONS ⎯** Dukinfield, Greater Manchester May 2014 - Present

**IT & Operations Director**

Strategically Planned, directed and coordinated operations of the Business Systems & Integration team as well as customer service and software development. Also managed two data centres based in London Docklands and the EDC in Dublin. Designed and implemented short and long-term strategic IT roadmaps to ensure infrastructure capacity meets existing and future requirements. Harnessing and embracing cutting edge technologies including Hyper-V, Azure, AWS, and Citrix for both internal as well external clients.

* Increased 60% sales by developing and implementing a new service offering in the field of SAAS.
* Identified a need for automating many day-to-day systems tasks to increase productivity by over 40%.
* Significantly reduced infrastructure costs of more than 60% by utilising virtualisation and cloud technology.

**THOMSON HOLIDAYS (REAL GAP EXPERIENCE, I2I) ⎯** Tunbridge Wells, Kent Jan 2009 – May 2014

**Head of IT**

Managing the UK, American, and Australian Infrastructure teams to deliver business-critical IT business systems within one of the largest holiday providers in the UK. Organised departmental £2.8M budget for IT service management, including variables and complexities such as operational, organisational, and facilities changes. Proposed projects to build realistic budgets with attention to financial constraints. Planned five year IT roadmaps for the revenue cycle portfolio in alignment with business areas. Introduced ITIL as the service management framework and chaired a steering committee to improve related technical performance and service levels.

* Directed bi-weekly internal network security scans and assessments to minimise and eliminate known vulnerabilities on 1,100 personal computers, adhering to Industry Standards (PCI-DSS)
* Steered efforts towards £1M cost reduction plan, deriving from supplier cost reductions, amalgamation of Leeds and Tunbridge offices, automation of technical processes, and reduction of office and headcount adjustment.
* Recent reduction example of £80k per annum on telephony across the group.

**POWERSOFT SOLUTIONS ⎯** Uckfield, East Sussex Apr 2007 – Jan 2009

**IT Director**

Directed all IT operations and managing staff of 20 and administered the IT budget including initial set up costs. Headed the set-up and implemented company’s IT business systems including procurement and setup of business systems. Developed and led a short term/long term strategic IT roadmap for internal systems such as E-Commerce, CRM and websites. Delivering functional and technical support by creating project specifications, plans, budgets, schedules, statutory regulatory compliance requirements and operational policies and procedures, along with disaster recovery plans.

* Increased 80% sales by implementing a new service (website hosting) by utilizing existing in-house equipment.
* Research and Implemented new SEO strategy, resulting in saving of over 50% (on pay-per-click solutions i.e. Google) by gaining a number one position for three years in Google for the term 'Website Hosting'.
* Reduced staff turnover by 10% pa, by introducing flexi time, free breakfast, regular social outings, and personal development sessions.

**TINY COMPUTERS ⎯** Banstead, Surrey Sep 2001 – Apr 2007

**IT Support \* IT Manager \* Head of IT**

Gained progressive promotions from IT Support agent to IT manager, and later moved to IT head, also praised by senior stakeholders for the efforts directing towards the operations of main head office based in Redhill, Surrey.

Utilised analytical, technical, and managerial approaches to direct all IT Business Systems activities, managing 30 personnel with five direct reports, including covering information system, infrastructure, telephony, software development, training, database administrators (Informix). Exhibited vendor/supplier/procurement management expertise to authorise and control all invoices and compilation regarding financial budgets.

* Reformed current business systems, sourced better suppliers, and removed unnecessary services, resulting in saving of £250K.
* Utilised assigned IT budget of worth £3.4M to grow the business, while forecasting the budget for year ahead.
* Restructured IT department and brought in in-house developers to make significant savings, while driving continuous improvement.
* Developed and maintained IT strategy, policies, and procedures in line with the company’s business strategy to move the business forward and to keep us ahead of rivals such as Time Computers.

Prior Experience as Technical Support at Brother UK (2000)

**Education and Certifications**

**OPEN UNIVERSITY**

BSc in Computer Science and Business

**CORNWALL COLLEGE**

BTEC HND in Computing

BTEC National Diploma in Computer Studies

BTEC First Diploma in Information Technology

**Professional Development**

ITIL v4 Foundation

GDPR Data Protection (Grade A - CPD)

**Future Qualifications (Scheduled)**

ITIL Practitioner – 14th July 2019

ITIL Service Lifecycle – Service Operation – 21st July 2019

ITIL Service Lifecycle – Service Strategy – 29th July 2019

ITIL Service Lifecycle – Service Transition - 18th August 2019

ITIL Service Lifecycle – Service Transition – Service Design – 1st September 2019

ITIL Continual Service Improvement – 15th September 2019