**Gareth Hughes**

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# Profile

Highly dedicated, ambitious and innovative IT Professional who undertakes a wide variety of assignments, meets tight deadlines and delivers exceptional performance. Possesses a wide array of practical knowledge in multiple technologies. Proficient in planning and management of projects, applies strategic and analytical skills to work with senior management to deliver technological solutions. Meticulous in nature, thrives under pressure and operates with a strong sense of urgency.

**Core competencies include:**

Network Management • Project Management • Unified Communications • Budget Management • Strategic Planning

Decision Making • System Management • Microsoft Cloud • Cyber Security • Team Management & Leadership

# Professional Experience

**Push Dr Ltd** **– January 2019 - Present**

An innovative, agile start-up at the cutting-edge of digital healthcare, working in both private and public sectors to provide everyone in the UK with on-demand access to GP care through their phone, tablet or computer.

**IT Manager – January 2019 – Present**

Reporting to the CTO, the role encompasses responsibility for operational IT and company-wide Information Security, including management, engineering and strategy.

* Manage all aspects of operational IT and Systems Administration & Engineering.
* Worked closely with the DPO to attain Cyber Essentials and NHS DSP Toolkits for the company.
* Introduction of improved cyber security controls such as MDM and single sign-on.
* Reduced mobile contract costs by ~£2k (first year).
* Implemented a structured approach to onboarding/offboarding staff members and asset management.
* Responsible for procurements and commissioning of new devices and systems in accordance with the IT budget.
* Setup regular engagement with department heads to discuss their technical requirements and obstacles in order to keep the business agile.
* Implementation and certification of ISO 27001 across the company.

**Involve Visual Collaboration** **Ltd** **– December 2007 - January 2019**

A leading UK provider of vendor-agnostic visual collaboration solutions for the past 25 years, working with commercial and public sector organizations of all sizes to develop their long-term visual collaboration strategies.

**IT Manager – July 2012 – January 2019**

Responsible for day to day operation of all internal platforms, software, and services within the business, and department management including formulating annual operating budgets and tracking team spend, vendor management, analysis & problem solving and reporting to the senior management team.

Engaged with multiple departments to deliver software and services ranging from sales demonstrations, developing technical solutions and process design to operation and support of platforms with an SLA of 99%.

Provided consultancy to Senior Management Team to ensure the most suitable technical paths are followed.

* Planned & oversaw the migration of the corporate network from classic Cisco to a Meraki Software Defined Network, allowing rapid scalability, improved management & monitoring and a reduction in network-related problems.
* Assisted with the design & implementation of ISO 27001, including writing policies and procedures, later assuming responsibility for the standard throughout the business and overseeing the transition to the latest version of the standard.
* Proposed, planned and executed the organization’s migration to Office 365 Hybrid Cloud to provide scalability, increased availability and reduction in capital expenditure.
* Working with internal departments and customers to adopt and integrate Microsoft Office 365 platforms and services, including proposed benefits, demonstrations and training.
* Worked with Development team to setup, deploy and manage customer-facing services on Azure.

**Network Engineer – February 2009 - July 2012**

Primary focus Involved the delivery of Involve’s initial cisco-based corporate network post-demerger and ongoing operational support. The role also required the design and implementation of the company’s Cisco/Tandberg-based video conferencing network, including installation & configuration of systems and onboarding & training of end users.

**Design Engineer – December 2007 – February 2009**

The role required the design, management and monitoring of Digital Signage systems located in client sites around the country. Business activities included engaging with the client to ascertain their requirements and liaising with content providers to deliver accurate and appropriate advertising and information to client sites.

# Education & Training

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| * Microsoft MCSE Productivity * Microsoft MCSA Server 2012 * Certified Meraki Network Associate (CMNA) * Prince 2 Foundation | * SC Security Cleared * Cisco Certified Network Associate (CCNA-RS) * Cisco Unified Communications Certificates * ISO 27001 Certified Internal Auditor |

**Priestley College**

A-Level – IT & Business Studies

# Skills

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| * Active Directory & Windows Server * Office 365 Suite * Microsoft 365 & EMS * Azure AD/IDP * Polycom Unified Communication * Cisco Unified Communications * Cyber Security * Cyber Essentials * St John Ambulance Certified First Aider | * Wireless Networking * Mobile Device Management * Telephony & VoIP * Networking & Network Architecture * VMware & Hyper-V * macOS Management * ITIL Foundation * ISO 27001 * Trained Fire Warden |