

## **WAYNE HUTCHINS**

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### **SUMMARY**

- An experienced Technology & Business Leader with 25+ years' experience across APAC, managing technology business units with budgets in excess of \$200Mil USD. Strong focus on technology leadership and innovation, bringing extensive Digital Transformation experience across Cloud (public & private), Infrastructure, Networks and End User platforms, with diverse expertise spanning across Infrastructure Operations, Engineering, IT Security, Risk Management and Applications.
- A passionate leader with a proven track record in building high performing teams that deliver quality outcomes which enhance profitability & increase efficiency for the business.

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### **CORE SKILLS**

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| • Digital Transformation & Cloud Computing                                    | • IT Strategy Development & Execution   |
| • Financial and Programme Management  | • C-level Stakeholder Management  |
| • Service Delivery across Infrastructure, Applications & Information Security | • Technical expertise across the full technology stack, from Architecture design, Implementation to day-to-day Operations |
| • People Leadership & Team Development in complex matrixed organisations      |   |

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### **CAPABILITIES**

- Demonstrable experience in Digital Transformation, by leveraging Cloud technologies to drive application and infrastructure modernisation at scale.
- Extensive knowledge in enterprise IT infrastructure and technology with experience in cloud (private / public), datacentre, distributed technologies, storage, network, end user computing, virtualisation/Cloud, IT operations and change management.
- Extensive experience in driving and improving business unit performance through clear & concise communications, driving operational excellence, KPO's and strong financial management.
- Proven ability solving complex business problems and communicating desired outcomes providing an essential interface between business and technical language.
- Expertise in program/project management including stakeholder and vendor management.
- Extensive knowledge of risk management and governance, IT/IS assurance and regulatory controls, including ISO 27001 Information Security Management (policy and process development), technology architecture and strategy.
- Strong experience in operations management and service delivery covering (incident, problem, change) leveraging best practice ITIL processes.

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## PROFESSIONAL EXPERIENCE

**Aug 2021 - Present**      **Hong Kong Jockey Club, Hong Kong**  
**Head of Cloud & Enterprise Integration**

### Key Responsibilities:

- Lead Cloud CoE (public & private) & Integration Services to ensure stability, BAU support as well as building out the Cloud capabilities for the future – project budget circa \$600Mil HKD across team 80+ internal plus external partners.

### Key Achievements:

- Worked with IT leadership to lead, develop & cost the 'Runway 2' - future Cloud & Ecosystem strategy (1 of the top 10 CIO critical initiatives). This leverages architecture of Runway 1, introduces SDDC / HCI technologies & Cloud Exchange while driving Automation Pipeline strategy, Cloud Centric Operating model including Service Catalogue & Utility recharge and training / skills uplift to names some aspects.
- Acknowledged by Head of Infrastructure & Operations plus EDITS (CIO) for standout 'values & behaviors'. This acknowledgment not only is rewarding, but incredibly surprising as only onboard less than 3 months.
- Merged 2 unique teams into 1 functional organization (1 x BAU keep lights running made up of Architects, S/W engineers, PMO resources, 1 x NEWLY formed Cloud made up of Architects, App Developers, Infra, S/W & H/W engineers, PMO resources), providing clarity for the team in terms of future direction, learning & development. This includes refreshing the leadership team, actively filling opens resignations (external departure or internal movements) – circa 45% vacancy of team upon starting.
- Developed a MVP plan for the April & August 'Go Live' launch of the modernised applications. Obtained executive signoff and approvals.
  - Completed NON-Prod & PROD builds for 'Private Cloud – Runway 1' built on VMWare, Tanzu, Kubernetes, with full automation across CI/CD (Spinnaker), Telemetry (AppD), Event Mesh, Service Mesh along with other products all ahead of schedule (circa 2 months).
- Driving technology modernisation for API Management platforms (WSO2), Consolidation of Event Broker/Messaging systems (Tibco/Solace) and migration of Identity Access (ForgeRock) across the enterprise.
- Oversight, guidance and delivery of NEW Cloud Centric operation model leveraging Industry expertise and consulting company Accenture.
- Oversight, guidance and delivery of Cloud Service catalogue & Utility based cost model leveraging industry consulting company EY.
- Led the Infrastructure teams, Cloud teams and procurement through the preparation and effective RFP process to engage, develop and deliver a Soft Designed Data Centre capability to build the Private Cloud platform.
- Developed the 5 year budget (capex & opex) for both Cloud & Enterprise Integration covering technology and people.



**Aug 2015 - May 2021      Manulife, Hong Kong**  
**Head of Infrastructure – Hosting, Cloud & Service Operations / Engineering**

**Key Responsibilities:**

- Led ALL Infrastructures across Asia budget circa \$220Mil USD across team 250+ internal plus external outsourcers.

**Key Achievements:**

- Awarded Manulife highest achievement 'Stars of Excellence' award 3 for demonstrating Leadership and being a role model for the company Values, 3 consecutive years – (2017) Regional Team Award, (2018) Regional Individual Award, (2019) Regional Individual, (2019) Regional Team Award.
- Successfully led the exit of Asia wide Infrastructure outsource deal, building, migrating all systems to NEW Datacentres, on NEW Converged technologies, using NEW tools, and NEW team 80% hired into Manulife, all with NO business outages/impact. This covered strategy, business case approval, delivery execution including Technology refresh, Application Modernization achieving improved processing times ranging 35%-80% across systems and all Asia countries, all while reducing yearly spend.
  - Covering - new Data Centre Facilities & fit-out, Servers (AIX, x86 {Windows, Linux}, Unisys, Storage, Network/Security/Firewalls, Middleware (Citrix, WebSphere), Database (Oracle, DB2, MS SQL, MongoDB) and much more.
- Successfully built the Asia Cloud practice and on-boarded / migrated core applications – covering IaaS & PaaS.
- Instrumental in driving application modernisation to maximise & leverage public Cloud technologies (Azure).
  - Oversight of Technology Architecture practice working alongside Application Architects.
  - Oversight of Project Office, Project Managers and Service Delivery / Business Client Management

**Core Infrastructure areas:**

- Architected then migrated/built on Azure Cloud – DMZ, SCOM, Nagios, Active Directory, Citrix, Remote Access using NetScaler (allowed Manulife to rapidly scale during pandemic).
- Architected and built VDI for Japan business on Azure & migrated all users 1600+ in Japan. This also included desktop OS upgrade from Win7 to Win10, and testing all applications to run on Azure VDI.
- Established PaaS services offering such as - (APIM, API Gateway, Key Vault, SQL PaaS).

**Operations / Engineering areas:**

- Established / uplifted instrumentation & 24x7 Operations monitoring capabilities leveraging Cloud native tools (New Relic, Big Panda, and SNOW Discovery) across all Infrastructure & Appliances.
- Drove automation of builds using (CHEF, Terraforms) integrated into the Service Management (SNOW), allowing users/developers to request and build alongside initiating DevOps tools (Jenkins).
- Drove risk reduction / remediation agenda across Technology, ensuring all KPI's were meant for patching, hardening standards, reduction of PRIV ID access, DR/BCP execution too name a few.
- Implemented NEW Operating Model across Asia Technology, to match Digital Transformation, reduced yearly Opex by \$8M, and reduction in P1/P2 incidents by 46%, improved service request fulfilment by 56%.
- Oversight of End User Services across Asia – desktop, collaboration platforms and new strategic direction – uplift and change vendor outsource.



- Engaged with procurement, undertaking RFP selection & delivered strategic partnership for staff augmentation resourcing model, leveraging Cognizant and later adding Tata Consulting Services.

**2015 - 2015**                      **ITPM Consulting, Singapore**  
**Director Consulting**

**Key Responsibilities:**

- Providing information technology consulting services to organizations across Asia and Australia

**2014 - 2015**                      **Nextgen Group, Australia**  
**Chief Information Security Officer**

**Key Responsibilities:**

- Led group Information Security and Compliance, covering Information security, IT risk, technology internal audit and compliance all

**2013 - 2014**                      **Sabbatical**

- Travelled, spent time with family after spending seven years away from Australia.

**2010 - 2013**                      **Standard Chartered, Singapore**  
**Head of Project Management Office**

**Key Responsibilities:**

- Managed technology business unit to achieve agreed financial targets and service delivery.

**2007 - 2010**                      **Credit Suisse, Singapore**  
**Head of Data Centre's & Infrastructure Services Manager (APAC)**

**Key Responsibilities:**

- Managed company's critical APAC Data Centres (approx. 30) and IT systems across APAC with budget in excessive \$150Mil USD.

**2003 - 2007**                      **Telstra, Australia**  
**Service Delivery Executive**

**Key Responsibilities:**

- Member of the leadership team managing National Australia Bank (NAB) account TCV circa \$1Bil USD. Delivered all contracted services, and assisted the sales team with growing revenues through exceptional bid proposals and relationship management.



**1999 - 2003**                      **Foster's Brewing Group, Australia**  
**Global Network Manager**

**Key Responsibilities:**

- Member of the leadership team managing the Global Network – covering all voice, data security services along with Email & File Server systems.

**1996 - 2003**                      **News Limited, Australia**  
**IT Manager**

**Key Responsibilities:**

- Oversight and manage all IT services and people for Magazine/Media Printing & Publishing division.

**1982 - 1996**                      **Army Defence Force, Australia**  
**Telecommunications Executive**

**Key Responsibilities:**

- Active Service member of military Army RASIGS Corp (Royal Australian Signals Corp) providing all types of Telecommunications and IT services including training, people management.

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**EDUCATION**

**1995**                              **RMIT, Australia**  
Bachelor of Electronic Engineering in Telecommunications Systems

**1996**                              **Dept. of Defence, Australia**  
Diploma of Telecommunications Systems

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**CERTIFICATIONS**

**2004**                              Certified Project Management Professional (PMP).

**2004**                              Project Management Institute member (PMI).