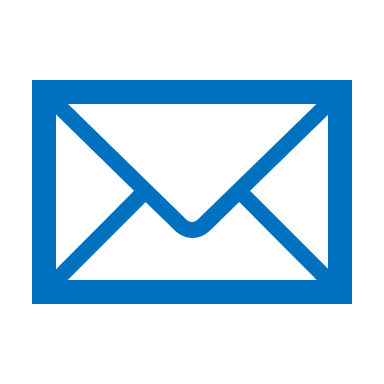
**George Malpartida07860 756 232**

[gmalpa@outlook.com](mailto:gmalpa@outlook.com)

**Technology Transformation  Head of Applications & Dev Ops  Business Change**

A dynamic, driven, results oriented Senior IT Manager with a successful track record of leading operational and development teams in fast paced environments. I have a keen interest in automating existing manual processes and harnessing Devops best practices. I have planned and delivered multi-million-pound transformation programmes which included software development and integration projects. I can apply my technical, financial and commercial acumen to achieve business objectives and provide a platform for organisations to grow. I have experience engaging with C-Level stakeholders and building relationships with vendors and key business users. My technical skills, tireless work ethic, and dedication to excellence makes me a valuable addition to any organisation.

IT Transformation

Business & Culture Change

PMO & Project Management

Change Management

Applications Management

Budgeting & Cost Control

Strategic Technology Roadmaps

Prince2 / ITIL certified

System Integration

Agile & SCRUM Methodology

SDLC & CI/CD

**WORK EXPERIENCE**

**The London Clinic Feb 2015 to Present**

*The largest independent private hospital in the UK. Brought in to deliver an IT transformation to eliminate poorly designed single points of failure. The transformation programme focused on stabilising the environment and improving core business operations.*

**Head of Applications & Development Operations Jul 2017 to Jul 2019**

* Second in command to the CIO, Accountable for all Applications and Development at the organisation.
* Directly lead 10+ developers and applications experts while providing technical and operational support.
* Provide indirect leadership (Matrix Managed) to Infrastructure, Networks and Project Management teams.
* Led the Incident Management team to respond to critical issues and investigate root cause.
* Provide strategic leadership in defining and executing the IT and development roadmap.
* Built relationships with senior business partners (Department Heads) to ensure delivery met business needs.
* Responsible for IT Communications delivery to C-Level executives and the wider business.
* Onboarded 30+ staff and ensured their targets/development plans aligned to the goals of the business.
* Handpicked for a Senior leadership program to help deliver the overall company strategy.
* Executed development projects from concept to completion using best practices (SDLC, scrum).
* Founded technical review board to ensure technical risks are assessed prior to implementation
* Lead the Dev Cloud initiative which included recruiting to expand the development team, hosting scrums to remove blockers and instilling Agile and DevOps practices to improve processes and automation (CI/CD).

**Achievements:**

* Developed the Applications & DevOps Strategy aimed at ensuring the applications could support the CEO’s company goals of the next 3-5 years.
* Helped formalize financials and increase transparency on outgoing costs, saving the business £300k.
* Represented IT in C-Level meetings and provided IT requirements for implementation of business goals.

**Programme Manager (12 month Secondment)**

* Asked by the CIO to lead the delivery of a complex £2.5m application transformation programme that replaced three tier 1 applications. The programme had 20+ staff of developers, testers and engineers.
* Key workstreams: Data Migration, Upgrading Legacy Systems, Integration and Software Development.
* Managed programme cost, schedule, performance, processes and vendor activities.
* Driving continuous improvement in all aspects of the programme while transforming the team to Agile

**Achievements:**

* Turned around the failing project by evaluating issues and refocusing efforts using Agile & SCRUM.
* Commended by vendors as having the best and most organised Go Live from 75+ prior implementations.

**Service Delivery Manager Sep 2015 to Jul 2017**

* Led the IT Service Management function transformation by implementing ITIL and ITSM framework.
* Implemented new Target Operating Models to effectively achieve transformational goals.
* Matrix Managed 20+ operational IT staff from service desk, desktop support, infrastructure and networks
* Undertook analysis of legacy platforms and developed a migration plan for moving off those aging systems.

**Achievements:**

* Implemented ServiceNow as the ITSM tool and trained team on its adoption to support the organisation.
* Saved £600k by analyzing Microsoft licencing requirements and reconciling against the software estate.
* Reviewed new vendor services to ensure accuracy of SOW’s and incorporate to the existing SIAM model.
* Created Incident and Problem Management processes across IT and key vendors for immediate resolution.

**Project Manager Feb 2015 to Sep 2015**

* Successfully rescued a highly visible (£2m) End User Compute technology refresh programme.
* Key workstreams: Application Rationalisation, Security Overhaul, Hardware Refresh and Windows 7 roll out.
* Improved organisational knowledge retention by capturing software and hardware design in documentation.

**Achievements:**

* Brought into the position when project was off schedule and proceeded to deliver on time and on budget.
* The programme eliminated daily outages and brought 15min+ PC login times to under 30 seconds.
* The project exceeded expectations and I was subsequently promoted to Service Delivery Manager.

**British Medical Association**

**Service Management Consultant Aug 2014 to Feb 2015**

* Worked with Service Manager to implement ITIL and SIAM in the organisation.
* Designed and delivered communication and training plan to prepare support teams for key changes.
* Proactively managed day-to-day IT support requests and resolution workflow for technical operations issues.

**NEC Australia May 2006 to Jul 2014**

*As part of the NEC Managed Services Provider (MSP), I worked in the Department f Education and Department of Taxation.*

**Regional Team Leader Apr 2011 to Jul 2014**

* Technical manager to team of 12 staff to provide onsite and remote support to a government agency.
* Conducted annual performance appraisals, performed salary administration and employee terminations.

**Achievements:**

* Oversaw the successful transition of IT services and improved client survey results by 15% in the first year.

**Desktop Team Leader Dec 2008 to Apr 2011**

* Managed a team of Service Desk and Desktop staff to provide IT support to a government agency.
* Embedded incident, problem and change management following ITIL framework for minimal service impact.

**Achievements:**

* Implemented service improvements that saw an increase of client satisfaction ratings from 70% to over 90%.

**Desktop Engineer Feb 2008 to Dec 2008**

* Acted as technical escalation point for 2nd line staff supporting the governments education department.

**Infrastructure Support Officer Feb 2006 to Feb 2008**

* Managed and maintained all IT infrastructure at a large school while in the final years of University.

**QUALIFICATIONS**

**Bachelor of Business (Management)**

Charles Darwin University, Darwin, Australia, 2008

**Bachelor of Information Technology**

Charles Darwin University, Darwin, Australia, 2008

**PROFESSIONAL DEVELOPMENT**

**Maximizing Leadership,** Feb 2019

**ITIL – Release, Change and Validation**, Jan 2017

**Prince 2 Foundations**, Oct 2015

**ITIL V3 Foundations**, Axelos, Oct 2013