Profile

Strategic IT and engineering leader with extensive experience leading high-performing teams through complex technology and organisational change. Proven in defining and executing technology roadmaps, managing large operational budgets, and improving security, reliability, and cost efficiency at scale. Brings a pragmatic, people-first leadership style, and a strong record of delivering tangible business value through cloud and DevOps transformation.

Professional bodies

- Chartered member of the Chartered Management Institute
- Member of the Association of MBA's

Volunteering

- Chair of Governors Bridge Farm Primary School

Career History

CGI
- Manager of Consulting Delivery – Unified DevOps
  June 2025 – Present
- Senior consulting delivery role leading DevOps capabilities and client outcomes within a unified delivery model.
- Defined and implemented the technology strategy for the Unified DevOps practice.
- Co-developed group-level business strategy in collaboration with peer managers.
- Led the migration and cultural integration of engineers from BJSS into CGI.
- Oversaw cloud architecture changes for a major government client.
- Reduced client security vulnerabilities by 70% through targeted remediation and governance improvements.

BJSS
- Managed Services Engineering Practice Lead
  August 2022 – June 2025
- Practice leadership role with responsibility for people, delivery quality, and operational maturity across managed services engagements.
- Held overall accountability for managed services engineers, including resourcing and capability planning.
- Designed and implemented a career development and progression framework across the business unit.
- Introduced a skills and competency matrix to enable targeted development and self-directed learning.
- Led the creation and rollout of well-operated reviews to improve service quality and consistency.
- Partnered with clients to define and deliver technology strategies aligned to business objectives.
- Reduced client cloud costs by 76% through optimisation and governance.
- Implemented CSI and formalised maintenance processes, improving security posture and reducing service outages.

Nagra Media
- Engineering Manager
  September 2021 – August 2022
- Engineering management role with responsibility for cloud platforms, CI/CD tooling, and cost control.
- Managed a team of 5 engineers delivering platform and build infrastructure services.

- Owned AWS account strategy, governance, and budget management.
- Held responsibility for CI/CD tooling, golden images, and build infrastructure.
- Introduced Terraform, reducing infrastructure build time by 93%.
- Improved security by migrating access to AWS Session Manager integrated with Azure AD.
- Migrated build infrastructure to a fully containerised platform, reducing costs by 88%.

Computershare
Web Environments Manager / DevOps Manager
- *July 2019 – September 2021*
- Leadership role overseeing DevOps and web platform operations across multiple European locations.
- Managed a team of 9 engineers across 4 European sites.
- Implemented SRE and DevOps practices to improve service reliability and delivery performance.
- Led capacity management and CAPEX/OPEX planning activities.
- Provided coaching, performance management, and career development for team members.
- Reduced average ticket age by 81% and ticket volume by 56%.
- Reduced out-of-hours callouts by 90%.
- Lowered OPEX through tooling rationalisation.
- Embedded Microsoft 365 operational support into existing team structures.

Server, Storage, Data Centre & Open Systems Manager
- *March 2018 – July 2019*
- Infrastructure leadership role with accountability for data centre operations and core enterprise platforms.
- Led 13 engineers across 2 UK sites.
- Managed CAPEX and OPEX for data centres, servers, and infrastructure software (including Exchange and Active Directory).
- Delivered a portfolio of CSI initiatives to resolve long-standing operational issues.
- Reduced infrastructure support ticket backlog by 70%.
- Successfully merged two teams into a single function with zero staff attrition.
- Reduced security vulnerabilities by 80%.
- Introduced cloud services to improve disaster recovery responsiveness.

Network & Voice Manager
- *March 2016 – March 2018*

Network Engineer
- *July 2013 – March 2016*

Professional Qualifications

- ITIL 4 Managing Professional
- ITIL 4 Strategic Leader
- PRINCE2 Practitioner
- Associate and Professional-level certifications across AWS, Azure, and Google Cloud Platform

Formal Education

- MBA Technology Management (pass). The Open University, 2014-2018
- Level 5 Diploma in Leadership & Management (pass), Chartered Management Institute, 2014
- Certificate in Business Administration (pass), Swindon College, 2005
- BSc (Hons) Computer Science (2:1), University of the West of England, 2000-2004

Hobbies and Interests

PADI-qualified scuba diver with experience diving in Australia and Turkey. Enjoy hiking, exploring new cuisines, reading both technical and non-technical books, and spending time with family.