



## Profile

Highly accomplished and strategic IT executive with a demonstrated history of success in leading and developing high-performing teams. Proven ability to align IT strategy with business objectives, manage P&L budgets effectively, implement process improvements, devise and drive technology roadmaps and drive successful technology transformations. Expertise in cloud computing, DevOps practices, and infrastructure management.

## 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

### **June 2025 – Present, CGI**

#### **Position: Manager Of Consulting Delivery Unified DevOps**

- Implemented a technology strategy for the unified DevOps team.
- Worked with other managers in the team to develop a group strategy.
- Managed the migration of staff from BJSS to CGI and embedding them into the new culture.

### **August 2022 – June 2025, BJSS**

#### **Position: Managed Services Engineering Practice Lead**

- Responsible for all managed services engineers including resourcing for engagements
- Implemented a robust career development and progression strategy across the BU.
- Implemented a skills and competency matrix to allow for self-identification of training needs.
- Led the development and implementation of well operated reviews.
- Worked with clients to identify and implement technology strategies.
- Decreased the cost of client cloud usage by 76%
- Implemented CSI and formalized maintenance improving security and reducing outages

### **September 2021 – August 2022, Nagra Media**

#### **Position: Engineering Manager**

- Managing a team of 5 engineers,
- Responsible for AWS accounts & budgets,
- Responsible for all CI/CD pipeline tooling and golden images
- Introduced terraform to reduce infrastructure build time by 93%

- Improved security by migrating by utilizing AWS Session Manager and Azure AD
- Moved build infrastructure to a fully containerized solution
- Migrated build infrastructure saving 88%

**July 2019 – September 2021, Computershare**

**Position: Web Environments Manager/DevOps Manager**

- Managing a team of 9 engineers across 4 sites within Europe,
- Implementing Site Reliability Engineering (SRE) and DevOps ideas,
- Capacity management, CAPEX & OPEX planning
- Mentoring, performance management, appraisal, and development plans for the team.
- Reduced the average age of tickets by 81%,
- Reduced the volume of tickets into the team by 56%
- Reduced out of hours callouts by 90%,
- Reduced OPEX by reducing tooling in use.
- Embedded operational support for M365 into existing team structures.

**March 2018 – July 2019, Computershare**

**Position: Server, Storage, Data Centre, and Open Systems Manager**

- Responsible for 13 engineers across 2 sites in the UK,
- Managing the CAPEX and OPEX requirements for the data centers, servers and infrastructure software products (exchange, active directory etc..).
- Managed a portfolio of CSI projects to fix long outstanding issues
- Reduced the support ticket backlog by 70%,
- Merged two disparate teams into one with no turnover of staff,
- Reduced security vulnerabilities by 80%,
- Introduced the usage of cloud services to enable faster response in the event of DR.

**March 2016-March 2018, Computershare**

**Position: Network & Voice Manager**

**July 2013-March 2016, Computershare**

**Position: Network Engineer**

## Professional Qualifications

- ITIL 4 Managing Professional
- ITIL 4 Strategic Leader
- PRINCE2 Practitioner
- Experienced and certified across all three major cloud providers at associate and professional level.

## Formal Education

- Level 7 Diploma in Professional Consulting (in progress)
- 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

I am a keen PADI qualified Scuba Diver having dived in Australia and Turkey, I enjoy hiking, trying new restaurants and cuisines, reading both technical and non-technical books as well as spending as much time with my family that I can.