



Profile

Experienced and results-oriented IT Manager with a demonstrated history of success in leading and developing high-performing teams. Proven ability to align IT strategy with business objectives, manage budgets effectively, implement process improvements, 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

August 2022 – Present, 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

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

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.

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.