

Nigel Kendrick

Technical Manager/Director, enterprise technical support, author and trainer

A hands-on IT Manager / IT Director / Technical Lead / Enterprise support engineer with corporate experience and a background in hardware and software support, electronic engineering, technical training, instructional design and service delivery & service management consultancy. Confident and self-motivated, experienced at reporting to Director level on technical, logistical, resource, OPEX and CAPEX matters.

Currently working as Technical Delivery Manager for Kineo - a leading UK developer of learning management systems, with responsibilities for team management, platform ops, cloud migrations and business strategy.

Up-to-date experience of team working and reporting, service delivery and service management, helpdesk design and administration, hosted and cloud platforms (Rackspace, iomart, AWS, Azure and GCP) and corporate ops, with a background in Enterprise-class hardware and software support for desktops, servers, communications and networking to third-line level, including: Windows and Linux-based servers, Cloud and hosted services, networking (LAN / WAN), databases, VoIP, backup technologies, email systems, server virtualisation (VMware ESXi, Xen), network monitoring (Nagios, Centreon, IP Patrol, Cloudwatch and Server Density), firewalls, VPNS, Web, CRM and ERP systems. Past jobs include work in public sector, commercial, manufacturing and reseller/distributor environments.

I am formally qualified (STI Knowledge Inc.) to Master Instructor level in technical and soft skills help desk training and call centre topics, with strong experience of developing and implementing best practice methods, standard operating procedures and service level agreements. I am a STEM ambassador in the fields of electronics and computing in conjunction with Brighton University.

KEY SKILLS, EXPERIENCE AND BUSINESS CAPABILITIES

- IT departmental and staff management, technical leadership and supplier relations
- CAPEX and OPEX management and reporting
- Commercial service delivery and proposals
- Business process engineering and benchmarking
- Change and Knowledge Management
- Project management, SLAs, OLAs, planning, budgeting and implementation
- Systems management of small-to-large scale, Web-based commercial and internal systems
- Hands-on, first-to-third-line hardware and software support of Windows & Linux-based systems and Apple desktop systems
- Cloud deployment and migration projects
- Enterprise class storage (disk and flash-based)
- Linux and Windows server environments
- Tape, disk-disk and cloud backup systems
- Desktop, server and LAN/WAN/VPN security
- Server virtualisation (Xen, ESXi, AWS, Azure)
- Voice over IP/PBX/trunking and switching
- Network design, management, standards and monitoring (LAN, WAN, VPN, VLAN, Firewalls and switch/routing)
- Server and desktop management & monitoring, scripting, DR planning and business continuity
- Instructional Design and Training Delivery

Kineo (Brighton, East Sussex - <https://www.kineo.com> <https://www.cityandguilds.com/>) March 2017 –

Technical Delivery Manager (Client Services)

Kineo is a global leader in Learning Management Systems and is part of the City and Guilds Group. Customers include: Tesco, Rolls Royce, McDonald's, Kohls, Pepsico, Wella, Samsung and Sony. We have operations in UK, Europe, North America, South Africa and Asia PAC. The Client Services team provides internal and client-facing support for all compute platforms – from the development systems to live customer sites at both regional and global scale. My primary roles are: to provide technical direction through the product development and support lifecycles, manage the support teams at local and global levels, oversee Information Security activities & monitoring, and develop forward-looking technology strategies – working directly with hosting partners such as Microsoft (Azure), Amazon (AWS), Google (GCP) and Rackspace. I also represent Kineo at 'Company Cluster' (Corporate Learning) and City and Guilds level, sitting on several working groups, including: Global Product Technologies, the Information Security Response Team, the Cyber / ISO27001 working group, and managing a number of internal, cross-business projects.

Western Digital (HGST) (Havant, Hampshire)

March 2014 – Feb 2017

Application Engineer, Global Services and Support

I managed the EMEA Enterprise Support Lab, which was responsible for pre- and post-sales support and testing of device and system issues; my role covered 'Enterprise Storage': PCIe / NVMe flash storage, high capacity helium disks and the HGST Active Archive; an S3 compatible, petabyte-class storage system. The lab was also used for software tools development and internal training. Responsibilities included: identifying future needs (CAPEX and OPEX) and working with enterprise clients (Dell, Apple, Supermicro, Microsoft, LinkedIn, NASA, Red Hat, VMWare, Yahoo, Hitachi), equipment manufacturers and software companies. I reported to Director-level in the USA. The EMEA lab was part of part of the WD/HSGT/Sandisk Global Services and Support function, providing a 24/7 'follow-the-sun' service through teams in the UK (EMEA), North America and China/Singapore (APAC). I was also part of several working groups handling the M&A activities for support team integration and cross-training for Western Digital, HGST and Sandisk.

Unipro Ltd (Chichester, West Sussex)

June 2013 – February 2014

Service Delivery Manager

Responsible for the team providing internal and (24/7) customer-facing service delivery and support, reporting to the Company Directors. The Company develops commercial, multi-national and internal Web services for B2B commerce, employee services and data management. Customers include: Booker (£2m/day business through UK online services), Pfizer (global branding), Specsavers (multiple, global sites and global staff intranet), Greenpower and other large organisations. This was a 30% technical hands-on, 70% management role.

- Management of commercial cloud and hosted services, working primarily with Amazon (AWS/EC2)
- Technical input for commercial bids and proposals for development, service delivery and management
- Development and enhancement of global, real-time system monitoring services
- Overseeing the management of the in-house computer infrastructure
- Implementation of a case management system (ITIL compliant) for service delivery / management
- Responsible for in-house data security, firewall and data management policies

APPLICATION SOLUTIONS Electronics and Vision (Lewes, East Sussex)

October 2010 – June 2013

IT Manager

Responsible for IT systems and communications for a high-tech group based across two sites, supporting business services (50/50 Windows and Linux) to 120 staff. This is a hands-on, technical management role.

- Supported the development and testing infrastructure for the project teams designing and building long line PA (LLPA) and access control / security systems for the transportation and public-address system markets. Clients included: St. Pancras International Station, National Rail and various football stadiums
- Supported the development and testing infrastructure for the project teams designing and building microelectronic control and sensor systems for the automotive industry (panoramic safety cameras, autonomous driving, lane control etc.). Customers included: BMW, Rolls Royce and Continental Corp.
- Part of the team that designed and implemented the digital (VoIP) telephony and alarm call system for the Emirates Air Line (London Cable Car)
- Developed in-house support desk ticket system and associated standards
- Implemented automated software licence auditing and hardware management tools
- Planned the implementation of a customer-facing service and support portal
- Identified savings of £6400 per annum in site-to-site communications costs
- Reduced fixed line telephony service costs by approx. £11,000 per annum

IT Associate (Manager)

Responsible for all aspects of IT management, including corporate budgeting and reporting as well as hands-on technical support for systems, network infrastructure, applications and support (including Windows and Linux Servers, MS-SQL and MySQL databases, Windows Terminal Services, desktop apps, backup and antivirus tools), delivering and maintaining critical services to 180+ staff across 33 sites in the UK. Revenues of £12m+.

- Defined the strategic IT vision, embracing Open Source and commercial software products
- Delivered full IT departmental leadership, including controlling CAPEX and OPEX budgets
- Established formal help desk case management system and introduced a methodology for software testing and evaluation
- Created a corporate wide area network and virtual private network, including a business-critical, VPN-based distributed data backup system protecting all sites with significant savings and greater reliability compared to tape and disk-based alternatives
- Delivered a single Practice Management System (PMS) platform across all company sites as part of a 1 year, £4M hardware and software evaluation, rationalisation and roll-out project
- Championed the use of Open Source (Linux) platforms for email, Web-based services, Voice over IP telephony, data mining and corporate reporting, resulting in significant cost savings whilst establishing full integration with commercial (Microsoft) server-based systems for PMS requirements

FREELANCE CONSULTANT (Own company)

December 1993 – March 2004

Provision of technical IT, service delivery and service management consultancy, training and resources for numerous UK Blue Chip organisations

- Developed training courses and associated tools to assist customers in benchmarking their existing services and then to implement process improvement changes to reduce expenditure, increase customer satisfaction and reduce staff turnover
- Provided consultation in the field of Knowledge Management to improve staff access to corporate information and to ensure that ongoing archival projects maximised the future value of the data to the business
- Developed and updated in-house and commercial training courses to improve training effectiveness and quality of presentation. Customers included: Red Hat, many major UK training companies, Michelin, BT, Reuters and the top UK city law firms
- Worked as part of the core management team responsible for the planning and migration of Freeserve's broadband support call centre from Dixons Stores Group (DSG) in Sheffield to CJ Garlands in Hartlepool and Middlesbrough – a 6-month project delivered on time and within budget
- Instrumental in the introduction of A+ Service technician (IT) and ICDL (International Computer Driving Licence) training in South Africa
- Provided key consultation for training companies improving, developing and implementing IT and customer service courseware and training programmes for new markets in the UK, South Africa, USA, Australia and other EU countries
- Led train-the-trainer courses for UK and international training companies
- Conducted seminars and breakfast briefings at UK and international venues for training companies specialising in help desk and call centre service delivery and service management techniques
- Created online testing services and question banks for UK and international training companies.
- Technical consultant (IT systems and networking) to Chichester District Council, West Sussex County Council (Education dept.), De La Rue (Portsmouth), BT (Knowledge management & technical training), Reuters (Service desk best practices) and other Blue-Chip companies.

OLICO SYSTEMS PLC (Chichester, West Sussex)**March 1990 – December 1993****Group Technical Support Manager**

Appointed as head of technical department and technical lead for the group's PC assembly company

- Managed the customer-facing systems and networking support teams and hardware engineers
- Established support channels with Toshiba, Microsoft, Novell, Olivetti, HP, SCO, NEC and Compaq
- Created and led a special products group focusing on the installation, training and support for emerging PC-based desktop publishing hardware and software
- Successfully worked with distributors to introduce Corel Draw to the UK marketplace. Represented Corel (and HP, Tandon and Compaq) at UK trade shows

OLICO BUSINESS SYSTEMS LTD (Chichester, West Sussex)**May 1988 – March 1990****Technical Sales Manager**

Appointed to lead the sales team responsible for corporate sales involving complex systems and networking

- Designed and implemented fault tolerant server systems major corporate accounts to drastically improve data security and network reliability
- Planned major hardware roll-outs in conjunction with the MoD
- Worked closely with corporate accounts and their appointed sales managers to ensure proposed systems met requirements at a realistic cost
- Focused on major supplier relationships at the technical level

SINGER LINK MILES (Lancing, West Sussex)**June 1982 – May 1988****Electronics Apprentice / Electronics Engineer**

Appointed R&D department IT expert with special responsibility for roll out of new technology to the engineering teams

- Designed interface systems and general electronic circuitry for flight simulator visual systems
- Responsible for maintenance of R&D computer aided design systems and peripherals
- Instrumental in setting up the visual R&D software simulation suite based on broadcast-grade video editing systems and a VAX minicomputer, contributing to significantly reduced development cycle times

EDUCATION AND QUALIFICATIONS

- Master Instructor for Help Desk and Call Centre certification (STI Knowledge)
- Certified Help Desk Director
- Certified Help Desk Manager
- Certified Help Desk Professional
- CompTIA Network+
- CompTIA A+ Service Technician
- HNC electronic engineering
- ONC Electronic engineering
- 9 O levels
- STEM Ambassador – voluntary role supporting computing and electronics projects in UK education
- DBS (CRB) checked (school governor, and STEM ambassador)
- Interests include: technical authoring, music, contributing to Open Source projects, technology, electronics design and build, microelectronics systems
- Sound & lighting engineer for local drama group

ADDITIONAL INFORMATION

- British Citizen, Full UK Driving Licence

CONTACT DETAILS

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