Curriculum Vitae Paul Macdonald

Name: Paul Macdonald
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Profile:

I apply my proven and extensive technical skills to help inspire a business from people and effective processes through to new technical solutions, through setting the vision, strategy and direction at an enterprise level. My underpinning experience has been obtained from many global leading organisations with architectural control through the use of frameworks and setting guidelines, standards and principles.

My main drive is around technology innovation and helping to shape an effective IT strategy with the ultimate service delivery, now typically using cloud-based solutions. I have the thought leadership skills and combine this with a broad and deep technical knowledge with the ability to manage senior business stakeholders.

Professional interests:

Passion around the latest technology trends and developments. I constantly track when new solutions are available and identify what the tangible business benefits will be, all built around standard architectural frameworks. I apply the most effective service delivery using global leading cloud providers; Amazon Web Services (AWS), Microsoft Azure or the Google Cloud Platform (GCP).

Key deliverables:

✳ Solid underpinning knowledge of AWS and Azure solutions providing scalable services whilst maintaining layered security using all available cloud features and exploring, then applying the latest technology trends and developments
✳ Implementation of mobile solutions and practical roadmaps at ING Bank and Nike, including the effective use of mobile device management using an appropriate tool, e.g. MobileIron or Intune
✳ Technical project management and delivery responsibility for a range of tasks including work at Nike in Europe, covering Windows 10 deployment, multi-device integration and standardisation
✳ Management of huge IT programmes consisting of multiple EMEA-wide projects to deliver user-centric solutions whilst applying my commercial awareness of the key business objectives
✳ Delivery of collaboration solutions, from on-premise SharePoint through to cloud-based systems with the ability to use visualisation techniques to show possible business solutions
✳ Publication of a End User Services BYOD technology article I wrote for the global leading office supply organisation, Staples, for their VantagePoint magazine which was circulated to their key customers

Education:

CERTIFICATIONS: + Certified Amazon Web Services Solutions Architect
                 + Microsoft Certified Systems Engineer + Internet (MCSE+I)
                 + Master Certified Novell Engineer (MCNE)
                 + Cisco Certified Network Associate (CCNA)
OTHER: + Currently completing TOGAF certification + COBIT (IT governance)
                 + Currently completing Microsoft Azure cloud certification + GCP
                 + MSc in Enterprise Network Management (PgD)
                 + BTEC Ordinary National Diploma (OND) in Computer Studies

Work experience:

07/2018-present

Cloud Architect, Deloitte Netherlands + global involvement

* Creation of the core cloud and application migration strategies with the underpinning architectural principles
* Collaboration with Microsoft, AWS and key Deloitte contacts throughout the world
* Innovation focus to apply the best ideas to deliver the best services
* Use of cross-cloud platform solutions from Azure and AWS to GCP
* Promoted the active use of Microservices and Secure DevOps

03/2018-06/2018

Solutions Architect

* Certified AWS Solutions Architect with a passion to getting the most out of technology - my current drive involves investigating the latest cloud services and translating into tangible business benefits, so effectively creating my own proof-of-concepts, typically from AWS and Azure services including mobile solutions
* Ongoing drive for implementing the proven benefits of cloud-based Serverless solutions using Amazon Web Services (AWS) to deliver massive scalable IT solutions
* Current focus on additional cloud certifications from AWS, Azure and GCP
* Current proof-of-concept work around next gen. end user computing services

01/2018-03/2018

Cloud Solutions Architect, Cargill-EMEA wide based in the Netherlands

* Application portfolio analysis in order to rationalise and recommend more efficient service delivery options via the cloud
* Ongoing IT architecture assessment for cloud-based projects
* Analysis of the global Enterprise Architecture to identify practical recommendations for EMEA-wide projects
* Delivery of application "as-is" and "to-be" roadmaps
* Facilitated the ability to inspire people to make effective use of more effective service delivery techniques via cloud solutions

04/2016-12/2017

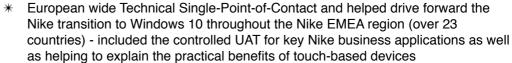**Solutions Architect, working independently based in the Netherlands, Spain and the UK**

* Primary focus on using AWS and Azure skills to provide scalable services whilst maintaining layered security using all available cloud features - experience of building websites with multi-AZ and multi-region availability
* Continuous tracking of EUC solutions for wide-scale use with continued investigation into mobile solutions (on multiple platforms), software distribution, VDI solutions (Citrix, VMware and Amazon WorkSpaces or AppStream from an investigation perspective)
* Solutions delivered that have incorporated mobile device management for many different platforms from iOS to Android using asset management, remote support whilst maintaining security requirements
* Ongoing passion to drive forward the benefits cloud-based services from Amazon, Microsoft and Google for the most appropriate solution delivery through to the practical knowledge of architectural frameworks, e.g. TOGAF to ensure all aspects of a solution align with strategic requirements
* Ongoing drive for implementing the proven benefits of cloud-based Serverless solutions using Amazon Web Services (AWS) to deliver massive scalable IT solutions without the need to consider individual server instances

**04/2015-03/2016
(1 year)**

End User Computing (EUC) Engineer, working for Nike Inc. based at their European HQ via my own company, Beautiful Technology Limited

* European wide Technical Single-Point-of-Contact and helped drive forward the Nike transition to Windows 10 throughout the Nike EMEA region (over 23 countries) - included the controlled UAT for key Nike business applications as well as helping to explain the practical benefits of touch-based devices
* Delivered a pan-European multifunction device (print, copy and enhanced scan) technical solution for Windows, Mac and iOS-based mobile users with Ricoh MFP devices, Equitrac print management, eCopy ShareScan and PrinterOn HotSpot

Enterprise Server for enterprise AirPrint - a multi-platform solution delivering global commercial and practical benefits to Nike users
* Created detailed monthly technical reports for the Nike EMEA region to track all EUC equipment for hardware age and software revisions to ensure all devices were updated and refreshed at regular intervals
* Drove forward the adoption of the latest end user computing solutions throughout Nike EMEA via the end user computing supplier, Zones, using the latest Windows-based and Apple Mac-based devices to Nike users to help deliver the best business benefits
* Integral EUC connection between Nike HQ in the US and the European Headquarters to ensure solutions delivered the desired benefits globally for Nike for all new EUC initiatives
* Coordinated the oversight of quality User Acceptance Testing for end user computing enhancements throughout the Nike EMEA region
* Provided 3rd line technical support for End User Computing activities using a variety of tools, SCCM for Windows management, Casper for Mac management and MobileIron for mobile management

07/2010-03/2015	**Technology Innovation Architect, working independently based in the Netherlands, Spain and the UK**

* Continuous tracking of the most appropriate end user solutions to facilitate faster business results, from Windows 10 and macOS virtualisation (Parallels) to consultancy through to cloud-based service delivery for scalable websites to desktop services
* Article published in a Staples magazine about implementing BYOD and the end user benefits of secure cloud-based desktop services (2 week delivery with broad distribution of publication in February 2016)
* A key industry first for the creation of interactive eBooks on the iPad, iPhone and Android platforms for Apple iBooks + EPUB (6 months between 2015 to 2016)
* Solutions delivered that have incorporated mobile device management for many different platforms from iOS to Android using asset management, remote support whilst maintaining security requirements (work in January 2015 to January 2016)
* Ongoing passion to drive forward the benefits cloud-based services from Amazon, Microsoft and Google for the most appropriate solution delivery through to the practical knowledge of architectural frameworks, e.g. TOGAF to ensure all aspects of a solution align with strategic requirements

08/2008-06/2010 (2 years)	**Business Innovation Architect** **ING Group, The Netherlands**

* Delivered a Cost Containment Ideas Portal for nearly 10,000 users in just a few weeks using the Salesforce.com powered Force.com cloud platform, resulting in 500 effective cost saving ideas for ING that ultimately saved thousands of euros
* Delivered a Mobility Framework taking key marketplace knowledge from Yankee Group to clearly show the benefits and considerations for mobile solutions for use throughout ING
* Helped deliver a Vendor forum to key people from the ING business to inspire them with the latest technical solutions that could drive forward the business, e.g. new customer centric features on the online banking website
* Extensive knowledge of EUC solutions used to drive forward a technology strategy for internal desktop services, incorporating a BYOD initiative, support for mobile solutions and key work around customer-facing mobile Apps including best use of the Apple platform
* Business case creation through to implementation and showcasing of a Visualisation solution (iRise) resulting in reduced time and better quality of project-based business requirements
* Delivery of a number of corporate ING Intranet sites: Easy Match for job searching, a Knowledge retention Portal and Resource Management site for project resources
* Key web-based social media work with ING Chief Economist and Microsoft to make ING more customer centric, presented to CIO and other key stakeholders, resulted in principles for all web-based projects

- ✻ Delivered an Intranet strategy to embrace ideas and allow active collaboration based upon Web 2.0 design principles, enabling participants to actively share knowledge and build relationships across their network
- ✻ Delivered a detailed Web hosting vendor evaluation (includes Force.com with their Platform-as-a-Service)
- ✻ Technical implementation of Microsoft SharePoint as an Intranet platform for a key HR internal recruitment system
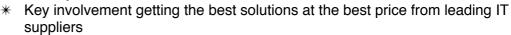
12/2006-08/2008
(1.5 years)

Strategy formulator
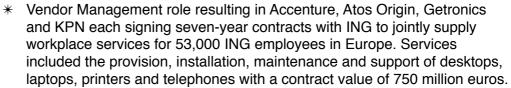**ING Group, The Netherlands**

- ✻ Analysis of full network infrastructure with key recommendations made for improvement after working with leading networking companies (Cisco and HP) and system integrators (Atos Origin, Accenture)
- ✻ Led the ING Technology strategy formation, working closely with Gartner to deliver a flexible technology strategy that would help transform the bank with a practical roadmap of tasks, covered from a People, Process and Technology viewpoint
- ✻ Investigation into the use of an Enterprise Integrator Partner within ING and an Infrastructure Integration Partner in a vendor forum with 16 vendors, full evaluation and recommendations on how to proceed
- ✻ Detailed involvement in a Strategic Multi-Vendor Forum with data room Q&A sessions providing details of the ING Technology Strategy, Golden Rules and Guiding Principles for vendors to understand the company direction and propose solutions accordingly

11/2005-12/2006
(1 year)

Senior Technical Vendor Manager
ING Group, The Netherlands

- ✻ Key involvement getting the best solutions at the best price from leading IT suppliers
- ✻ Vendor Management role resulting in Accenture, Atos Origin, Getronics and KPN each signing seven-year contracts with ING to jointly supply workplace services for 53,000 ING employees in Europe. Services included the provision, installation, maintenance and support of desktops, laptops, printers and telephones with a contract value of 750 million euros.
- ✻ Detailed use of sourcing methodologies and overall use of RFI/RFP techniquesLead contract creation for an externally hosted Disaster Recovery service for the ING online banking application (myPostbank) with Sun Microsystems using a local data centre service provided by Schuberg Philis, ensured solution was implemented on time at the best price to be compliant with the latest regulations
- ✻ Lead contract creation for a Windows hosting service with HP using twin external data centres with virtual technology (VMware) based upon Wintel blade servers

06/2002-10/2005
(3.5 years)

Programme Manager / Technical Architect
General Motors Acceptance Corporation (GMAC)
International Operations, UK and worldwide travel

- ✻ Manage End User Computing initiatives throughout the world, effectively improving the end user experience
- ✻ Programme Manager for global GM infrastructure program, over $20 million projects for Europe, Latin America and Asia Pacific (3 separate project managers reporting to me)
- ✻ Programme manage the full infrastructure refresh delivering key business applications
- ✻ Additional full life cycle project for the messaging upgrade for the whole of International Operations, Lotus Notes/Domino R4.6 to R5.x
- ✻ Ongoing key decision maker for GMAC for enhancements to the core infrastructure used throughout General Motors (185,000+ seats)
- ✻ Technical lead and design authority for the deployment of OnLine 2000 (common desktop + server infrastructure)

* Extensive work at GM HQ in Detroit and GM/GMAC offices throughout the world
* Detailed knowledge of the GM Systems Delivery Process (SDP-21) – the project methodology used within General Motors
* Extensively used business case, design, requirements analysis and planning skills
* Detailed working relationship with EDS, Microsoft, Cisco, HP and AT&T
* Excellent vendor management skills working in an outsourced environment

06/2001-03/2002
(1 year)

Senior Application Consultant
Ciba SC / Vantico AG, Basel, Switzerland

* Project Management, design, test and implementation skills used for the delivery of a new worldwide technical infrastructure (LAN, WAN, Windows 2000, application migration).
* Active Directory support skills for the global Windows 2000 infrastructure – new desktops + new servers (MS SQL Server, File/Print, MS Exchange, etc).
* Application integration involvement for a new worldwide ERP implementation using SAP R/3 4.6.
* Project Management of some key IT systems – full project life cycle.
* Extensive use of communication skills enabling productive working relationships with Vantico, Ciba, PWC, Atos Origin, Strat.OS and Compaq.
* Vast application migration work, identifying dependencies and data migration requirements as well as detailed security design through to testing and implementation.
* Change Management and Release Management process creation using ITIL techniques.
* Extensive travel undertaken for technical implementation activities, including: Switzerland, France, Germany and Spain.
* Technical consultancy for a range of key business applications

09/1998-06/2001
(3 years)

Infrastructure Designer
Avon and Somerset Police, Nr. Bristol, UK

* Key member of a team delivering an infrastructure refresh for over 5000 users over 55 sites throughout the South West of England, covered Windows NT and MS Exchange design, systems management via LANDesk Management Suite with a centralised replication and backup solution.
* Delivered important network improvements including traffic prioritisation and best use of bandwidth using Citrix-based solutions.
* Design, build, test and implementation of a strategic FAX and Telex server solution as part of critical police incident management system.
* Project management and implementation of a replacement Firearms system, Liquor Licensing system and Police National Computer (PNC) access system.

05/1997-09/1998
(1.5 years)

Infrastructure Designer
Barclays Bank PLC, Cheshire, UK

* Design of a Windows NT Infrastructure supporting 30,000+ users using the IBM End-to-End Infrastructure Design Methodology driven by the business requirements.
* Practical use of network management solutions for support and traffic analysis, MIB compilation and SNMP Trap production based on Cisco 4700 routers using IGRP with ISDN backup.
* Extensive involvement with telephony integration components including CTI and IVR solutions.
* Extensive design knowledge of middleware components to ensure the reliable delivery of Mainframe transactions.

03/1993-05/1997
(4 years)

Infrastructure Support
Barclays Bank PLC, Cheshire, UK

* Design and implementation of high availability clustering technology using Novell's SFT III and IBM's HACMP running on AIX and underpinning Ethernet, Token Ring networks with FDDI backbone.

- ✳ Support of 1,500 users for second/third level NOS, E-Mail, Network and Application issues.
- ✳ Enterprise Microsoft Mail implementation to serve 1,500 local users and 1,700 remote users based at different Barclays business units with a content checking solution.
- ✳ Design, testing and implementation work with IBM to deploy HP OpenMail.
- ✳ Mainframe access using LU6.2/APPC over SNA for routing of IMS Mainframe requests from a PC-based desktop environment.

01/1985-12/1992 (8 years)	**Many previous quality IT roles from programming through to infrastructure support and design roles at:** **3i, Environment Agency, British Rail, Initial UK all throughout the UK**

Languages:
- ✳ English – fluent.

References:
- ✳ Available upon request.
- ✳ Recommendations found on LinkedIn (https://www.linkedin.com/in/paulhmacdonald).

Personal achievements:
- ✳ Background interest in running to help keep a good level of fitness, this includes completing the London Marathon (26 miles / 42 km) in April 2014 and the ING New York Marathon in November 2009. In addition, some half-marathon challenges, including: the Great North Run, Amsterdam and Palma-Mallorca half-marathons through 2009 to 2016.
- ✳ I had previous interest in Full Contact Karate, which I pursued to 1st degree black belt level.
- ✳ Ongoing passion for learning and applying the global leading benefits of implementing Amazon Web Services (AWS) and other leading cloud platforms, e.g. Microsoft Azure.
- ✳ Ongoing drive to track the latest technology solutions, especially around Desktop-as-a-Service (DaaS) and the Internet-of-Things (IoT) to continuously improve the end user experience.