

I am an accomplished IT professional with over 20 years' industry experience. My areas of demonstrated expertise include:

- IT systems management
- Team management and development
- Vendor and contract management
- Service delivery, incident management and change control
- Global IT support and environment management
- Backup and disaster recovery solutions
- Microsoft technologies
- Network architecture LAN/WAN
- Networking and telephony technology
- Virtualisation technology
- Cloud technologies

Qualifications

- BSc (Hons) Information Technology (Grade - 2:1)
- Advanced GNVQ Information Technology (Grade - Merit)
- ITIL Foundation

Career History

October 2019 – Present

Group IT Manager

Corex Group

Promoted to Group IT Manager after the acquisition of NPAC Holdings by VPK Packaging. My additional responsibilities include:

- Overall IT Budget management
- Responsibility for all IT systems
- All support and change management
- Vendors and contracts, including 3rd party support relationships

Key projects undertaken:

- Migration of on premise to Microsoft 365
- Migration of on premise data centre to Microsoft Azure
- Company mergers and integrations

February 2016 – October 2019

Regional IT Systems Manager

NPAC Holdings

Responsible, at group level, for the management of the global infrastructure systems and support team at NPAC Holdings. I manage a team of 6 staff in locations across Europe, USA and China. My responsibilities include:

- Delegation and management of support calls
- Provide 3rd line support when required to aid problem resolution
- Backup and disaster recovery management
- IT hardware and systems maintenance
- Vendor management for purchasing and support
- Continuous improvement planning
- Project management

Key projects undertaken:

- Migration of 13 sites to NPAC's systems after an acquisition

- Implementation of Meraki LAN and WiFi solution to all locations
- Migration to Skype for Business full voice solution
- Active Directory and Exchange migration for over 600 users
- Provide infrastructure support to a global SAP implementation

April 2015 – February 2016

IT Infrastructure Manager

Whitecroft Lighting Ltd

Responsible for all IT systems at Whitecroft. I managed a team of two staff with varied skill sets. My responsibilities were:

- Contract and vendor management
- Change implementation for new IT systems
- Delegation and management of support calls
- Provide 3rd line support when required to aid problem resolution
- Backup and disaster recovery management
- IT hardware and systems maintenance

2012 – March 2015

Infrastructure Manager

API Group PLC

Responsible for the design, maintenance and improvement of all infrastructure systems at API. I managed a team of four staff with varied skill sets, based in different geographical locations. My responsibilities were:

- Delegation and management of support calls
- Provide 3rd line support when required to aid problem resolution
- Backup and disaster recovery management
- IT hardware and systems maintenance
- Vendor management for purchasing and support
- Continuous improvement planning
- Project management

Key projects undertaken:

- Migration of global WAN to a new supplier
- Implementation of a Cisco IP telephony and unified communications platform
- Implementation of highly available Hyper-V clusters in multiple locations
- Develop backup and disaster recovery strategy to ensure continuous IT services
- Upgrade of global infrastructure to meet the requirements of a new ERP system
- Develop a strategy and budget for rolling hardware improvements

October 2004 – 2012

Systems Administrator

API Group PLC

Responsible for ensuring the local infrastructure requirements were maintained and available in line with service level agreements. My principle focus was server architecture, email and desktop systems. My responsibilities included:

- Day-to-day management of systems (email, internet, security and file and print services)
- Desktop and infrastructure support. 2nd and 3rd line
- Routine maintenance
- Troubleshoot problems with software, hardware and networks
- Co-ordinate backups and data archiving
- Data management
- Upgrades of hardware and software on desktops and servers
- Implementation of new technologies

References

Available on request.