**Eoin Leonard**

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**Technology Officer with a demonstrated record of achieving goals, objectives and division performance growth.**

An experienced, passionate and professional high energy leader, with over 25 year’s technical working knowledge of some of the largest Blue-Chip companies. Manager, mentor and motivator, well developed employee/client relations, aggressive goals and objectives from concept to implementation. Excel in financial management and driving operational excellence. Champion a strong focus on pre-sales, customer satisfaction and loyalty. Utilizing cutting edge technologies to automate simplify and ultimately reduce operational costs.

**Core Competencies include:**

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| Disaster Recovery Planning / Implementation | Recruiting / Hiring / Training / Retention |
| Contingency Planning/ Disaster Recovery | Turnarounds / Change Management |
| Creative Problem Solving  CRM / DAM integration projects | Cloud Cost Analysis  SQL VLDB’s and PowerShell |

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| **Career Highlights** |
| * Reduced costs utilizing cloud virtualization * Automation of infrastructure and development builds, disaster recovery, and test processes * Formed and managed support, test and infrastructure teams * Reduced time to live change requests utilizing Six Sigma and Scrum methodologies * Instrumental in closing 1.3 million dollar North American contract |

**Professional Experience**

**Marsh McLennan** (Insurance Brokering and Risk Management), Dublin, Ireland November 2022 — January 2023

**Disaster Recovery Manager**

After 911 and the loss of 358 employees and the DR infrastructure – a large investment in DR and BCDR resulting in the creation of a team that annually tested each application.

*Key Contributions:*

* Initial six sigma project, a proposal was made to implement active/active SQL DR and geographically dispersed clustering.
* Eliminating the annual BCDR testing and required existing resource management.
* AWS and Azure scripting restored the infrastructure and latest backups from iron mountain offsite automatically.
* Posed some legal changes to contracts regarding ADR.

**Microsoft** (European Product Development Center), Dublin, Ireland March 2012 — October 2021

**L3 Analyst/Systems Analyst**

Returned to the Visual Studio Team Foundation (VSTF) Team, with VSO now an offering, reviewing 73 on premise production instances and analyzing viable options for VSO migration. Review dependencies and migration methods. GAP analysis on VSO vs on premise and liaise with Product Group on DTS work items.

*Key Contributions:*

* Annual BCDR testing utilizing SQL 2014/2016/2019 Always On Availability Groups reducing BCDR implementation to 19 minutes.
* Training of L3 team and adoption of shift left methodology and KB reviews.
* DC Migration planning TK5 exit/Azure Migrations
* LinkedIn Domain trust project
* GMSA deployment project

**Quark** (Microsoft Gold Partner), Dublin, Ireland August 2011 — February 2012

**Regional Support Manager - EMEA**

Headhunted from Microsoft to design and implement a new vision within Quark to expand the revenue possibilities of Enterprise Support and aid the 9.2 Hemi release. Originally hired as RSM for Europe but promoted to EMEA regions within the first 3 months based on previous experience.

*Key Contributions:*

* Instrumental in adding BCP and DR policies to existing client contracts after the Platinum Equity take over.
* Proved remote support model of 24/7 support for Key accounts during covid.
* Highlighting a requirement for automated unit and web test utilizing VSTF automation and reduction in man hour requirements for QA test processed using six sigma methodologies.

**Microsoft** (European Product Development Center), Dublin, Ireland December 2010 — August 2011  
**L3 Analyst**

After a brief stint at rejuvenating revenue at a silent, personally owned venture/company, I accepted an unusual request to rejoin a previous company/team and spear head the adoption of Visual Studio Team Foundation (VSTF) from medium to small business environments and proved that the software is viable in both an enterprise and cloud environment. Liaised with Azure Architects to ensure this was viable as an online cloud offering and moved this forward to what it is today Azure DevOps Server.

**bemorethananumber.com** (Founder), Dublin, Ireland June 2010 — December 2010

**Founder**

Decided to turn my skills, after a brief sabbatical, to a previous company and successfully increase revenue/turnover……….

**Pelagon** (Microsoft Gold Partner), London, UK May 2005 — June 2010

**Global Support Manager**

Headhunted to design, establish, and manage global enterprise-wide test, support and infrastructure programs. Oversee companywide efforts to identify and evaluate all critical systems. Design and implement security, Sarbanes-Oxley Act processes and procedures and perform cost benefit analysis on all recommended strategies. Collaborate with external auditors to conduct in-depth compliance audits and penetration testing, presenting all results to senior management. Key responsibilities for pre-sales and RFI technical contributions and assisting with contract negotiations. Develop curricula and facilitate awareness training for management and employees. Supervise daily activities of Application Support/Helpdesk, Test and Infrastructure Teams.

*Key Contributions:*

* Instrumental in developing and implementing Business Continuity and Disaster Recovery (BCP & DRP) Plans for client sites worldwide.
* Spearheaded Vulnerability, Penetration Testing, and Security Engineering services.
* Successful integration of Finance and DAM providers (Agresso, North Plains and WAM!NET)
* Implementation and action of cloud migration from physical Data Centre to AWS cloud Virtual Instances to reduce operational costs.
* Created company policies and procedures governing security, escrow, email and Internet usage, access control, and incident response.

**HP**, Dublin, Ireland February 2005 — May 2005

**Senior Windows Engineer**

Recruited to implement development and test environments for a secure win2k3 ATM backbone for a leading financial institution. Automated software deployment of procured hardware utilizing Altiris and group policies. Document environment and engage third party vendor for penetration testing. Ensure successful implementation and adherence of security policies and procedures.

*Key Contributions:*

* Provided technical training to key staff and project stakeholders.

**Dell** (Sureskills), Dublin, Ireland November 2004 — January 2005

**Senior Deployment Engineer**

Hired to complete a nationwide desktop and server rollout for a leading Irish energy provider. Successfully completing the deployment of hardware installation and automated deployment of packaged applications via group policy, including FS support for Folder Redirection and offline files.

*Key Contributions:*

* On time delivery of Digital Transformation Project

**Microsoft,** Dublin, Ireland February 2002 — June 2004

**Senior Support Analyst**

Promoted project manage the software development life cycle (SDLC) and implementation of several BGIT core applications from product development to operational deployment. Lead project team, requirements gathering phase, prototype demonstration, and deployment testing phases. Operationalized documentation including User Guides, Install Guides, FAQ’s, Architecture Diagrams and Database Schemas for all teams. Implemented the support model and escalation process, defined SLA’s, and release to production phase all as part of the lifecycle. Post release responsibilities i.e. bug fixes, weekly triage with development, feature enhancements, service packs, Sarbanes-Oxley Act and privacy compliance.

*Key Contributions:*

* Migration of applications from MSBPN to the new partner domain.
* Decommission of MSBPN domain.
* Implemented and utilized a 24x7 “follow the sun” model for the partner domain managing and working with analysts in Dublin, East Asia and Redmond, WA.

**Microsoft,** Dublin, Ireland September 2001 — February 2002

**Support Analyst**

Monitor internal and external vendor applications, troubleshoot as necessary and escalate issues that required further action, bug fixes or resolution to Senior Support analysts. Provide weekly metric reports to management. Implement monitoring solution for new applications. Proposed and managed trial of all Dublin based handovers, assumed responsibility for unresolved calls from East Asia in the morning and documented any unresolved calls for the US in the evening handover. Managed 4 Tier 1 Contingent Staff Analysts.

*Key Contributions:*

* Project managed the migration of Pre-Production applications from 2000 to 2003.
* Project managed the migration of Citrix 1.8 hosted applications to Win2k Terminal Services reducing licensing costs.
* Managed the consolidation, decommission of existing hardware and migration to virtualization, further reducing operational costs.

**Microsoft,** Dublin, Ireland January 1997 — September 2001

**Technical Expert**

Managed development of Internal Group Program Management tool provided technical support for 48 internal users and three external vendors companies. Responsible for group hardware, software budgets, including procurement, installation and deployment of infrastructure.

*Key Contributions:*

* Project managed testing, implementation and migration from Windows 95 to Windows 2000 for all 48 internal users and three external vendor companies in 52 languages.
* Managed SDLC of Program Management tool version 1.5 to 3.0, including spec documentation UAT testing and signoff prior to deployment.
* Joined the Six Sigma Team to develop an improved strategic process alignment with US teams.

**Education and Credentials**

**Bachelor of Science Degree in Computer Science -** Letterkenny Institute of Technology – Letterkenny, Ireland

**Certificate in Computer Science -** Dublin Institute of Technology – Dublin, Ireland

**Degree –** Letterkenny – in Visual Communications (Graphic Design) – Letterkenny, Ireland

**Training** - Microsoft Certified Professional, Microsoft Certified System Engineer, Six Sigma Green Belt

**Interests**

Photography, AI image, video, website creation, keen interest in AGI and GPT 5, Music, Emerging Technologies, Snowboarding, Scuba Diving and recently drones.

**References**

Available upon Request – but the best ones are [here](https://www.linkedin.com/in/chiefbuttonpusher/details/recommendations/?detailScreenTabIndex=0)