

## Summary

A results driven IT manager with a strong background in infrastructure architecture, strategic planning, and financial management.

With a passion for forward thinking, I have successfully led transformations from technology silos to converged infrastructure teams on multiple occasions, influencing and implementing this paradigm shift in both management and operations.

My focus on building strong relationships has created mutually beneficial partnerships with internal teams, external parties, and customers as a trusted advisor, which have been the cornerstone of long-term sustainable success.



## Professional Experience

### Team Manager

*April 2017 - Present*

HeidelbergCement AG

*Heidelberg, Germany*

Managing two teams totalling 10 internal consultants, I am responsible for project delivery and portfolio management of IT infrastructure services (LAN/WLAN, WAN, compute, storage, security, OS, database) in Western and Southern Europe, including two Tier-4 datacentres.

- Took 10 individuals from 4 technologically siloed teams across 6 countries with 9 nationalities and created a converged team focused on the entire application hosting and connectivity infrastructure stack.
- Managed the challenge of delivering high pressure short-term requirements whilst strategically rebuilding the team to one with scalable long-term growth and sustainability. Increased the number of high effort projects in the region whilst having lower resources than prior teams.
- Led and mentored team members to establish a core of senior tech leads capable of autonomously handling high visibility projects and demands outside their technical strengths.
- Fiscal responsibility for IT infrastructure CAPEX (>€2.5M) and OPEX (>€12M) budgets. Developed long-term lifecycle and growth plans showing cash-out and TCO, gaining CIO and CFO approval.
- Responsible for global support contracts. Ensured license compliance and optimisation against global deployments.
- Identified opportunities to implement new services with our internal customers, delivering continuous improvements and savings to established countries whilst creating long and short-term synergies for new acquisitions.

### Lead Architect

*March 2014 - March 2017*

HeidelbergCement AG

*Heidelberg, Germany*

Leading a team of 3 infrastructure architects, I was responsible for the global architectural strategy, design, transition, and portfolio management of IT infrastructure services (DC LAN, compute, virtualisation, storage, OS, and database) for >50,000 IT users.

- Created a single team responsible for datacentre network, compute, and storage with the strategy of a highly converged solution for our datacentres.
- Led standardisation efforts resulting in company virtualisation above 90% including SAP, SQL, and all core applications. Implementation of standard backup solutions (NetApp SnapManager) across core infrastructure services (VMware, SAP, SQL, Exchange) to deliver unified storage strategy.
- Designed long term architectural strategy and drove towards target architecture in a divide-and-conquer method, prioritising designs with highest ROI and business opportunities. Communicated strategy and milestones to stakeholders and gained their support.
- Chaired Enterprise Architecture Board. Maintained alignment across regions for global decision making.
- Ownership of IT infrastructure portfolio. Managed vendors and ensured alignment with vendor roadmaps. Led tenders for solutions or lifecycle replacement and delivered business cases for upper management for product selection.
- Personally delivered NetApp Cluster-Mode and NetScaler Load Balancing/Reverse Proxy architectural designs.
- Mentoring and personal development of team and other individuals in the organisation.

## Senior Technical Specialist

March 2011 – February 2013

HeidelbergCement AG

Heidelberg, Germany

Subject matter expert responsible for the design, global implementation, and transition to operations of storage (NetApp), compute (x86 server and VMware virtualisation), operating system (Linux and Windows Server), monitoring, and automation.

- Built Red Hat Enterprise Linux operating system platform. Creation of provisioning, patching, and configuration management systems. Delivered core business application roll-out and transferred application knowledge to regional support teams.
- Developed automated server provisioning infrastructure utilising VMware Orchestrator to interact with VMware vSphere, Microsoft Active Directory, Microsoft SQL, NetApp 7-Mode. Implemented a self-service portal to deliver end-user access.
- Creation of Microsoft Cluster Server standard to provide high availability for applications.

## Senior Systems Engineer

February 2008 – November 2010

Spark New Zealand

Auckland, New Zealand

Subject matter expert responsible for Level 3 server and application support specialising in Linux, Windows Server, VMware vSphere, and EFTPOS back-end infrastructure.

- Service Owner for EFTPOS core-infrastructure comprising 40% of national transactions.
- Responsible for >400 Linux servers.

## Technical Support Engineer

November 2006 – January 2008

Spark New Zealand

Auckland, New Zealand

Level 2 server and application support engineer performing incident management and daily operations.

## Customer Manager

November 2005 – October 2006

Spark New Zealand

Auckland, New Zealand

Level 1 managed data and ISDN support specialist performing service desk and incident management.

## IT Support Technician

January 2004 – October 2005

Visual Group

Auckland, New Zealand

Level 1 consumer PC hardware and software help desk support technician.

## Audio Engineer

March 2000 – July 2004

Self Employed

Auckland, New Zealand

Live sound Audio Engineer.

---

## Education

### Bachelor of Science in Computer Science

2003

University of Auckland

Auckland, New Zealand

### Red Hat Certified Engineer

2009

Red Hat

RHCE: 805009854038405

---

## Skills and Knowledge

- Team Management
- Mentoring
- Personal Development
- Staffing
- Leadership
- Communication & Presentation
- IT Architecture
- Strategic Planning
- Project Delivery
- Resource Management
- Budget Planning
- Financial Controlling
- ROI and TCO Calculation
- Enterprise Compute, Storage, and Network
- Network Security
- Linux and Windows Server
- Desktop Virtualisation
- Load Balancing
- Automation and Scripting