

TRISTIN KING

TECHNOLOGY LEADER



"Know enough about technology to challenge the techies; know enough about the customer to challenge the business"

About me

Many of my peers would suggest that I have a passion for technology, but those that know me well understand that I have a passion for outcomes. Technology, process and compliance have played a strong part in every role I've been lucky enough to work in. Washing dishes during my university career allowed me to observe the chefs and soon fulfil their role. Understanding the importance of the customer allowed me to implement a multisite electronic loyalty system before the mobile phones were used for personal use. In my current role understanding business processes at the lowest level allows me to provide added value and produce more successful business results.

I believe that technology teams are frequently guilty of losing sight of why they exist and also what is the value (to the business) of the service they provide. In a business context, the technology unit does not exist to be a gatekeeper, nor does it exist to wrap layers of automation around "broken" processes.

I think for a technology unit to be successful it must:

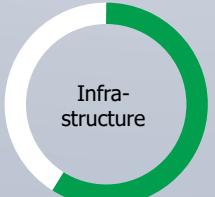
- understand not only what the business does but why they do it
- provide a right-size level of governance that facilitates delivery of business objectives without hindrance
- have a strategic vision with a horizon more distant than the business itself, IT must anticipate and not react
- be built on a foundation of like minded and business focused individuals with a common set of goals and values
- communicate with the business in a language that the business understands, IT facilitates business decisions but should not make decisions for the business

I can offer you a perspective that, not only challenges the status quo but also carefully considers business risk in the context of WHY the business exists. I would welcome the opportunity to discuss some of my ideas with you in the future.

Outside of Work

- Personal Development
- Mountain Biking
- Cooking
- Building and Design

Skills



Key Roles

- 2014 JUCY GROUP Head of Technology**
Build and implement an agile and scalable technology capability
- 2011 JUCY GROUP Business Improvement**
Identify and implement technology driven initiatives to improve business process
- 2009 HEREFORD HOLDINGS Restaurant Manager**
Grow and develop a poor performing inner city restaurant
- 2008 PENNY CYCLES Manager**
Importation and retail of cycle brands within the South Island
- 2005 COYOTE HOLDINGS Franchise Development**
Development and management of a hospitality franchise portfolio. Technology oversight

Key Competencies

- STRATEGY** - creation and delivery
- RELATIONSHIP MANAGEMENT** - partnership
- PROJECT DELIVERY** - business change projects
- PROBLEM SOLVING** - create beneficial outcomes
- LEADERSHIP** - develop and inspire
- RESEARCH** - reason, deduce and present

Others Viewpoint

People would describe me as:

- **Passionate and committed**
- **A Realistic Perfectionist**
- **A Challenger**

Career Goals

- Become CIO of the year by providing transformational and inspirational leadership within a customer centric organisation
- Perform the role of keynote speaker at a widely recognised international event
- Author a piece of work in a noteworthy publication
- Mentor and motivate every team member under my leadership to achieve their career goals
- Own a business with my wife
- Publish a framework/methodology that is adopted by a wider business community

Career Highlights

- **Microsoft Partner awards 2016**
Business Intelligence; Skype For Business
- **PCI-DSS A-EP v3.0**
Delivered roadmap and achieved compliance
- **Microsoft Dynamics CRM**
Replacement of core operational system, delivered under budget using Agile within agreed timeframe (8 months)

Current Challenges

- Building a Profit Centre focused Service Delivery Model to serve a rapidly growing and innovative business
- Challenging traditional perimeter-based network design to allow for rapid global deployment while maintaining data security and integrity
- Coaching the business to take ownership of "technology" projects

Education

2015 - UNIVERSITY OF AUCKLAND

Strategic CIO Programme

1994 - UNIVERSITY OF AUCKLAND

Bachelors of Science Degree



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On Request