

# Bruce Renner

## IT INFRASTRUCTURE MANAGER • HANDS-ON LEADERSHIP

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### PROFESSIONAL SUMMARY

Hands-on IT Infrastructure leader with over 25 years of infrastructure and operational experience, including 15 years driving teams from the front lines with a comprehensive understanding of every aspect of business operations. Distinguished by a roll-up-the-sleeves leadership approach, personally engaging in system design, implementation, and optimisation of secure, scalable IT infrastructure that directly enables business growth and operational excellence. Demonstrates exceptional ability to lead by example, working alongside teams to develop and enforce robust governance frameworks while maintaining intimate knowledge of day-to-day operations. Proven track record of translating deep technical expertise into strategic business outcomes, ensuring regulatory compliance and risk mitigation through direct involvement and mentorship. Excels at bridging the gap between executive vision and operational reality, personally guiding cross-functional teams through complex IT transformations while maintaining hands-on oversight of critical infrastructure environments.

### AREA OF EXPERTISE

**PROFESSIONAL SKILLS** Team leadership and people management | Strategic planning and decision-making | Project and program management | Budgeting and cost management | Risk management and mitigation | Policy development and enforcement | Change management and process improvement | Business continuity and disaster recovery planning | Cross-functional team collaboration | Vendor and supplier management | Conflict resolution and problem-solving

**TECHNICAL SKILLS** Microsoft Azure (Azure Virtual Machines, Azure Active Directory, Azure Networking) | Amazon Web Services (EC2, VPC, IAM, S3, RDS) | Hybrid cloud architecture and multi-cloud strategies | Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) | Cloud infrastructure design, deployment, and optimisation | Interior and Exterior Routing Protocols | Network security (firewalls, security groups, WAF, NSGs, DDoS protection) | Zero Trust architecture frameworks

### PROFESSIONAL EXPERIENCE

**IT Infrastructure Manager**, Aspire42 | Gold Coast, Queensland.

December 2022 - Present

#### *Reporting to the Chief Information Officer (CIO)*

Recruited to Aspire42 to lead the Infrastructure team of Systems Administrators and Cloud Engineers. Responsible for solving infrastructure, compliance, and governance issues, as well as addressing growing tech debt. Key roles of this position involve hands-on leadership and operations coordination while providing guidance to c-levels where company wide operations can be improved through innovative solutions.

- **Solve the growing tech debt in the infrastructure and digital transformation department** by reviewing and understanding legacy systems and using experience with Linux and open source systems to consolidate where possible as well as decommissioning to leave only the legacy data needed for company operations.
- **Led a successful cloud migration** of on-premises infrastructure to a hybrid **Azure and AWS** environment, reducing operational costs while improving scalability and resilience. Infrastructure consolidation being a key component of the cloud migration. Reducing over 150 virtual servers down to the minimum needed for business operations.
- **Updated and maintained IT governance framework** that ensured **compliance** with industry regulations such as **ISO 27001** significantly reducing security risks and audit findings. Mentoring junior staff on documentation and systems needed to maintain ISO Certification.
- **Established and deployed Arctic Wolf's managed detection and response (MDR) platform** across the organisation, implementing 24/7 security monitoring and threat detection capabilities strengthened overall cybersecurity posture through continuous threat hunting and automated security operations.
- **Deployed Microsoft Defender and Defender for Cloud across enterprise infrastructure**, strengthening endpoint security posture through iterative enhancement of Intune device management policies and implementing continuous security improvements that reduced organisational threat exposure and improved compliance monitoring capabilities.

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## PROFESSIONAL EXPERIENCE CONTINUED

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**Head of IT (HoIT), Aus Electrical Data and Communications** | Gold Coast, Queensland.

2019 - 2022

*Reporting to the Managing Director (MD)*

Led all aspects of IT operations and strategy in a small but rapidly evolving electrical and data communications firm. Oversaw digital infrastructure, cybersecurity, cloud services, and vendor relationships, ensuring reliable and secure technology support for field and office teams. Collaborated closely with the Managing Director to align IT initiatives with business goals.

- **Spearheaded full transition to cloud-based systems** (Microsoft 365 and SharePoint), improving file access and collaboration for office and field teams
  - **Implemented a scalable VoIP and unified communications platform**, reducing monthly phone costs by 30%
  - **Introduced multi-layered cybersecurity protocols**, including endpoint protection, MFA, and user awareness training, significantly reducing phishing vulnerability
  - **Standardised IT operations** with comprehensive documentation, backup systems, and streamlined onboarding processes
  - **Reduced support downtime by over 40%** through proactive system monitoring and preventative maintenance measures
  - **Negotiated improved vendor agreements**, cutting IT operational costs by 18% while increasing service levels
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**Owner, SmartTech** | Brisbane, Queensland.

2011 - 2019

Coming from an IT service and Infrastructure management position for 10 years, I made the leap to create an IT service company to service local businesses. This quickly grew to servicing customers all over Australia and a handful of international customers looking to maintain an infrastructure presence in Australia. The rapid growth of SmartTech forced me to become very familiar with government and corporate compliance and governance. *SmartTech was acquired in 2019 by a global leader in the hosted infrastructure space.*

- **Successfully implementing robust security frameworks**, ensuring clients meet industry-specific compliance requirements (e.g., ISO 27001, ITILv3), reducing the risk of data breaches and regulatory fines.
  - **Upgrading and streamlining IT systems to support business growth**, reducing downtime, improving performance, and enabling seamless expansion without technical bottlenecks.
  - **Implementing cloud-based solutions and automation tools** that cut operational costs, enhance efficiency, and provide scalable resources to support business expansion.
  - **Developing and testing reliable backup and recovery plans**, ensuring minimal disruption during cyber incidents or system failures, keeping businesses compliant with data retention policies.
  - **Deploying AI-driven machine learning analytics and reporting tools** that provide actionable insights, helping businesses optimise operations, forecast trends, and maintain compliance with industry reporting standards.
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**Senior Systems Administrator, TechPath** | Brisbane, Queensland.

2001 - 2011

*Reporting to the Director*

I'm proud to be one of the original members of the TechPath (then Betta Computer Services) team. Growing it from its humble beginnings in Logan, South East Queensland to an industry leader in today's IT service market. Being the Senior Systems administrator, I lead the development of the data centre builds and infrastructure development of both the company and the corporate clients. Developing hosted services solutions that include VMWare, Citrix clusters and hosted BPX's (these were a big deal in the early 2000's). Mentoring and educating junior staff and working closely with owners to build their vision of a full service MSP.

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## PATH FOR ESTABLISHING CONTACT

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I'm excited to connect with like-minded professionals and explore potential opportunities! If you're interested in discussing how my skills and experience align with your needs, please don't hesitate to reach out. To ensure we can have a productive conversation, I kindly request that you email or text me to schedule a call at a time that suits you. This allows us to catch up without interruptions during business hours. I look forward to hearing from you.

Personal and Professional references are available upon request.