Curriculum Vitae
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Professional Summary:

An innovative and inventive IT leader with over 25 years of experience in optimizing workplace technology, enhancing network infrastructures, security, and resiliency, transforming IT service management, and overseeing digital and cloud transformation within public and private sector organizations. Strong experience implementing cost-effective large-scale change agendas in technical operational, Service Delivery and NOC environments ensuring technology becomes a value adding business enabling asset. Developing from a strong technical background into a motivational commercially astute leader with strong business awareness and a pioneering approach to delivery of economical business and customer experiences. A strong engaging approach to achieving service delivery excellence and aligning cross functional teams to deliver end to end project delivery, providing solution implementation with pre and post project support. Leadership of delivering large scale technology enhancements and projects for national events, hotels, hospitality, aerospace and defence sectors and there IT strategic operations adopting best practices such as Lean, Agile and Prince2. Skilled in aligning IT strategies with overarching business objectives delivering scalable solutions strategically integrating change advisory boards and release management. Driving operational efficiency through functional policies, processes and procedures cultivating sustainable and dependable high-performing teams benchmarked against SLA's, OLA's and KPI's engaging in continual service improvement to develop, enhance and evolve efficiencies against industry standards such as ITIL, ISO27001, NIST, NCSC and COBIT. Adept at leading through open, collaborative and a partnering approach with teams to unite behind a shared vision embracing and defining a positive change culture. Skilled in managing vendor relationships and conveying requirements, illustrating objectives, and resolving commercial negotiations ensuring seamless delivery of innovative technologies to meet the evolving demands of the business. Known for delivering exceptional customer service and experiences and for the ability to communicate complex technical issues effectively across all organizational levels including senior management teams, key stakeholders, board of directors and board of governors generating support and buy in of departmental vision and direction.

Key Skills:

- **Leadership & Strategy**: Inspirational leader, skilled in mentoring and enabling teams through open, engaging, and collaborative thinking effectively communicating to drive consensus. Strong stakeholder management and experience working with senior management and leadership teams identifying synergies to enable the success of business goals and objectives. Effective at leading IT transformations and ensuring alignment with business objectives through enabling technology.
- **IT Service Management**: Expertise in ITIL Service Management, Prince2, policy, process, and procedural optimization to deliver a quality business functional IT service and support operation including hardware and software asset management and control, request fulfilment, incident, problem, change and release management process implementation.
- **Public and Private Sector:** Experienced in public and private sectors including MoD, aerospace and defence, education, retail, FMCG, e-commerce and hotel/hospitality sectors. Defining and delivering strategies, operational management efficiencies, programmes, and projects with strong stakeholder engagement in public and private sectors ensuring benefit realisation and critical success factors are achieved.
- **Customer Service Excellence**: Exceptional delivery of customer service improvement projects delivering enhanced customer journeys through customer touch point mapping voice of the customer strategies to continually evolve and assess efficiencies utilising and working towards ICS (Institute of Customer Service) and government CSE (Customer Service Excellence) to benchmark our customer service standards.
- **Technology Transformation**: Experience in overseeing network LAN/WAN changes, operational systems and business system implementations and cloud migrations, digital optimizations, and projects, including Microsoft 365, SharePoint, Azure, VMWare, and hardware deployments.
- **Business & Vendor Relationship Management**: Management of large-scale vendor contracts with companies such as Capita, Cap Gemini, Fujitsu, Dell, HP, Cisco, Vodafone, Openreach managing and optimising relationships through service delivery management and negotiation of commercial terms to engage and deliver cost-effective measurable relationships and solutions.
- **Cybersecurity & Compliance**: In-depth experience with security frameworks such as Cyber Essentials, Cyber Essentials Plus developing security policies, risk profiles, threat management and response plans documenting recovery time objective and recovery point objectives as part of DR. Knowledge and effective use of GDPR, PCI-DSS, CESG, List X, and MoD Security Policy Framework standards, ensuring robust security and risk management adoption to harden resiliency.

- **Project & Change Management**: Expertise in leading the initiation, planning, execution and controlling of projects from early life support, initial release and into BAU managing resourcing prioritisation, benefits realisation and subsequent lessons learned exercises embedding into a continuous service improvement process to enhance future project delivery.
- **Communication & Collaboration**: Exceptional communicator capable of influencing and negotiating at the executive level, working across the business to unite teams behind direction of travel, engaging with stakeholders, and driving consensus.

Career History:

- **Technical Delivery Lead at Lightspeed Broadband Networks (2024-Present):** To establish a new technical support and delivery team to managing the ISP internal carrier grade network and over 11,000 FTTP business and residential customers. Provide third line technical knowledge and support for the ISP network and manage key supplier relationships including Nokia, ADTRAN, Cisco, NOC/Indigo, Openreach, local councils and the Highway agency. Managing installations and surveys obtaining wayleave agreements as needed and working in accordance with the NRSWA. Deliver technical expertise with Nokia OLT, Nokia ONT, ADTRAN ONT, Nokia and ADTRAN routers, FTTP and wires only services within SLA and OLA. Managing pre installation surveys, installation control, service appointments and customer go live services. Provide third line technical support for business customers requiring multi-site connectivity and failover options and undertake provisioning of subscribed connection seeds, IP range reservations, static IP assignments, DHCP releases, CG-NAT, NAT and specific routing, DNS and port forwarding requests for business customers.

- **Director of IT & Print Services (2023 - 2024)**: Lead the strategic direction and operations of the IT Services department, driving IT system improvements, performance management, budget control, forecasting, and cost reduction. Development of 3-year strategy to reduce lease cost spending through harnessing VDI solutions Alignment with college-wide objectives. Promoted AI within education to enhance learning, teaching, and student experience. Successfully managed the transformation of software and application deployment utilising VDI to reduce hardware and software spends, transformed the print services operation into a customer facing commercial business and the development of a customer-focused branding and IT strategy.

- **IT Manager at Ardingly College (2022)**: Led the optimization of the LAN/WAN, Wi-Fi infrastructure, and on-premises AD systems. Negotiated and deployed new student devices to standardise the delivery of learning and educational material. Reduced operational costs through vendor consolidation and negotiation of commercial terms ensuring a high-performing measurable IT environment for staff and students.

- **Infrastructure Manager at RSPCA (2018-2019)**: Managed the societies core infrastructure and veterinary networks including DR/failover links. Managed QoS and traffic prioritisation to ensure operational efficiency and enablement. Led CAB and eCAB's managing change and release schedules to the business. Managed key supplier relationships through performance review meetings ensuring commercial obligations are achieved. Developed a cyber security framework to NCSC standards.

- **IT Manager at Homewise Ltd (2017-2018)**: Managed office relocation, upgraded network technology and conducted vendor consolidation project reducing operation costs and introduced mobile technology solution and API for sales team aligning with business strategy.

- **Head of IT and Security at Formaplex (2017)**: Improved WAN service delivery performance through service benchmarking and SLA/OLA implementation. Enhanced WAN performance, security and resilience through IPS/IDS and failover circuits using technology diversity and achieved SC21 accreditation in continuous improvement in aerospace, defence, and security.

- **IT Service Manager at WiggleCRC (2016-2017)**: Successfully integrated acquired businesses and migrated to single Service Desk solution. Migration and integration of warehouse management, stock control, ordering and e-commerce platforms. Driving IT service consolidation, cloud adoption, and cybersecurity improvements. Achieved Cyber Essentials certification and enhanced overall service delivery through ITIL aligned processes and procedure with revised SLA, OLA and KPI's.

- **IT Manager at Airbus (2014-2016):** Managed the IT operations and strategy within the aerospace and defence sectors delivering a customer service excellence standard. Reduced capital and operational spend through supplier and contract consolidation. Designed and deployed an MPLS solution adhering to HMG Security Policy Framework. Enhanced the service experience through self-service and knowledge platforms delivering increased SLA performance. Managed delivery of digital transformation from concept to BAU of aircraft hangars from manual printed static information to interactive displays detailing live product state, Wi-Fi, and digital signage.

- **UK IT Service Delivery Manager at Meggitt PLC (2012-2014)**: Successfully launched a centralised global service desk solution migrating eleven business units and 17000 users. Project lead from initial scope, process, and procedure mapping into trial stages, launch and early life support into BAU. Asset management of all devices and migration of operational and capital budgets. Centralising suppliers and vendors maximising consolidation opportunities to rationalise spend and manage relationships through KPI's and SLA performance. Introduced ITIL aligned process for service request, incident, problem, change, and release management including new SLA and OLA's with the business. Defined project delivery framework for UK business units.

- **Infrastructure and Service Desk Manager at Goodwood (2010-2012)**: Management of the Estates network and service desk environment including the delivery of technology for Festival of Speed, Goodwood Revival and Glorious Goodwood. Technical lead for digital marketing and rebranding project from initial statement of work through to BAU. Successfully upgraded the core fibre network introducing resiliency through triangulation and failover circuits. Project led the delivery of an estate wide Wi-Fi solution including Hotel Wi-Fi for guests, POS and IoT devices.

My early career experience and achievements can be found on my website: prometheustec.com

Sector Experience

- Housing Associations (Downland, Affinity Sutton)
- Financial Institutions (Enable Payroll, Capita, BACSTEL)
- Aerospace and Defence (Boeing, Honeywell, Airbus, Lockheed Martin)
- Retail, FMCG and E-Commerce (Ralph Lauren, Goodwood, WiggleCRC, Nature's Way Foods)
- Hotel, Hospitality and Events (Goodwood Hotel, Marriot, Festival of Speed, Revival, Glorious Goodwood, Goodwood House
- Education (Public and Private Schools)

Professional Development:

- ITIL v3 in Service Management
- Prince2 Certified in Project Management
- Advanced Lean Management and Lean IT
- MBCS – Member of the British Computer Society
- MCMI – Member of The Chartered Management Institute
- FInstLM – Fellowship member of the Institute of Leadership and Management
- Emerging Leaders leadership programme by Peter Storr
- Developing Leadership by David Taylor
- Ongoing studies towards CISSP, Nokia Fibre Networking with a focus on cyber security and compliance.
- Published articles on leadership and invited to judge for major industry awards.

Technical Skills:

- **Systems**: Microsoft Windows Server (95-2016), Microsoft Azure, Active Directory, In-Tune, Microsoft Teams, Office 365/Microsoft 365, SharePoint, OneDrive, VMWare ESXi, ESI and vSphere, Citrix, Veritas, VAEAM, iOS
- **Applications**: SQL Server, SQLRS, Dynamics, DynamicsCRM, SharePoint, Teams, Salesforce CRM, ERP, MRP, VDI, IIS, Web Server, Application Servers, VPN, SAP
- **Cloud Platforms**: Microsoft Azure, Dynamics CRM, SaaS, CaaS, Google, Salesforce
- **Network Technologies**: LAN/WAN, WLAN, MPLS, P2P, IPSEC, TCP/IP, DNS, DHCP, Wi-Fi Networks, 5G, FTTP, NAT, CG-NAT, Nokia ONT, OLT, ADTRAN ONT, Firewalls, FortiGate, Cisco, PFSense
- **Security**: Security frameworks (NIST SOC2, IS27001), NCSC/CESG, MoD security auditing, PCI-DSS compliance, and GDPR, IPS, IDS, Firewalls, Routers, Switches, NAT, CG-NAT
- **Project Management and Frameworks**: ITIL, Prince2, LEAN/Agile, SFIA Skills Framework, NCSC, NIST, JIRA, ISO27001.