**Professional Profile**

**A highly-experienced IT Services Director** with an exceptional record in Corporate IT leadership in large Public Sector Organisations (Local Government, Housing Assoc., Education), Commercial (Electronics, Defence, Pharmaceutical etc.) and 20+ years’ experience of successfully delivering business enabling IT strategies and services, with financial responsibility for multi-£m OPEX and CAPEX budgets and a proven record in identifying innovative and cost effective methods for delivering the wider business goals.

A proven ability to develop and maintain excellent Stakeholder relationships at the highest levels, developing a culture of focused business enablement and with a record of consistently high levels of user satisfaction, (typically 95%+ year on year) and win/win ethos.

**Financially and Commercially-astute**, with a proven record in driving significant service improvements whilst consistently meeting or exceeding budgetary and efficiency targets. Experienced in managing multiple 3rd party contracts for the delivery of services and solutions, negotiating favourable terms and challenging SLA’s & KPI’s.

**A Corporate approach to successful ICT strategy development**, engaging with key business stakeholders to create an over-arching solutions and services roadmap which supports both short and long term business strategies yet remains flexible and agile enough to embrace change as the business evolves.

**Highly-accomplished at understanding and translating key business requirements** into tangible IT deliverables, working closely with client stakeholders to identify new or changing requirements and providing support and guidance to build business cases and supporting financial models.

**Key Skills, Attributes & Capabilities**

IT Operational Leadership & Management CAPEX/OPEX Management & Control

Business Strategy, Implementation & Execution Infrastructure management & support

Data security, Management & Governance Control Technology Roadmaps & Technology Vision

ITIL Best Practice Methods and Frameworks Programme Lifecycle Management & Delivery

Team Building and Team Leadership Disaster Recovery and Business Continuity

Stakeholder Relationships & Management Enterprise wide Business Change Management

3rd Party Management & Negotiations Enterprise Solutions and Implementation

Business Benefits Realisation & Delivery Financial Analysis, Management and Control

3rd Party, Vendor & Supplier Management IT Security Policies, Processes and Protocols

**Technical Skills**

Business Architecture, Infrastructure & Applications Solutions and Infrastructure Strategy

Complex Change Programmes & Delivery Virtualisation Technologies & Cloud-based IT

Data & Platform Migration Projects for Global Clients ICT & Applications Strategy Transition

Implementation & Integration of Core IT Systems Developing Technology and Service ‘Roadmaps’

**Career to date**

|  |  |
| --- | --- |
| **2014 to 2016** |  **Programme Executive HPE Ltd** |

***Responsible for IT improvement programmes and service operations for major clients***

* Service Improvement Programme Manager for Global Organisation
* Delivered the Plan & Contract Improvement program on the Rolls Royce Account
* Develop near-shore resource structure to deliver to client within target lead-times
* Client relationship management with senior stakeholders for Public Sector business handling £23bn p/a
* Develop new service opportunities within the account through innovation and service excellence

**2004 to 2013 Regional Client Services Director: NIS Ltd**

***Regional Operations leadership for ICT solutions and support***

* Developed the Regional Shared Service Operations model, delivering high levels of service performance
* Transformed the Delivery organisation into a true business enabler, creating an Agile and Flexible organisation
* increased user satisfaction from 26% upon commencement to a consistent 95%+
* Developed & Managed Budgets/P&L’s circa £20m pa, increased ROI & financial efficiencies exceeding budget
* A Member of Senior Executive team, advising on technology & opportunities for business enhancements

**2001 to 2003 IT Operations Director: Strategic Business Systems Ltd**

***Service operational leadership***

* spearheaded the delivery of major IT projects, ensuring on-time and on-budget delivery
* Oversight of project and business change management services.
* Leadership, management and motivation of a multi-functional team of technical and support staff

**2000 to 2001 IT Solutions Executive: CSC Computer Sciences Corporation**

***Client services delivery, providing fully outsourced ICT services***

* Executive client-facing role, with full P&L management responsibilities for programme delivery
* Delivered business-critical services, systems integration and enhanced capabilities
* Client relationship building and engagement, liaising with Directors, Executives and Management
* Worked closely with client to define a future strategy, efficiency improvements & solution roadmaps
* Delivered a major integration & business change programme with the UK’s largest defence contractor
* Lead, managed and motivated a multi-functional team of 120+ IT professionals & staff

**1997 to 2000 Business Solutions Consultant: SSA Global Technologies Ltd**

Consultant for the deployment of systems & integration programmes for global clients

**1989 to 1996 Programme Manager: Atos-Origin Ltd**

Commercial programme delivery, planning, management and client engagement

**1996 to 1997 Business Solutions Executive: EASAMS Ltd**

Senior ICT Consultant

**Education:** A Level

**Address:**

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Morpeth

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