

A highly technical and experienced IT leader with a proven track record of strategy, planning, executing, and delivering technological business transformation. 18 years of experience across various industries such as telecommunications, media, banking, and software development.

I have lead and motivated teams from many different countries, including (but not limited to), Italy, Serbia, China and Turkey. Aside from being an accomplished mentor to my staff, I have a hands-on business focused approach to ensure that the needs of the business and its customers are met to the highest standards and quality (i.e. ensuring deadlines and SLAs are met and contractual commitments honoured).

In addition to large team management, I have led key the business initiatives such as Cyber Security policy and enforcement, GDPR compliance, ISO audits, major system rollouts which includes legal and HR protocols for rolling out policies across the business.

Being a technically proficient leader ensures that I am able to fully understand technology from all levels of a business and ensure the right tools and people are assigned to ensure success on any project, transformation or new paradigm. These skills have proved to be especially effective for managing business transformation and scale up periods in the organisations I've been a part of.

My ability to translate highly technical concepts and designs into clear understanding at high level, is often one of the key contributions for key business decision-makings. These decisions are what have helped business grow from start-up, through scale-up, all the way to an organisation readying to become a corporate enterprise

### **Summary**

- Highly technical senior IT leader with 18 years' experience
- Migrated heavily used in-life core business platforms without impacting business ops
- Expert in Cyber Security policies, rollout and enforcement (CISO)
- Broad depth of IT knowledge: Networking, Support, Operations, Service Delivery
- Disaster Recovery & Business Continuity design, planning and implementation
- GDPR and Data protection expert
- Designed and executed IT training programs to drive continual service improvements
- ITIL Specialist with ISO 9001 & 27001 accreditation and deployment experience
- 24x7 Business & IT operations, Data Centre operations and setup experience
- Managed diverse and international teams
- Managed budgets in excess of £25 million with a focus on keeping operations cost-effective
- Designed, built, and supported carrier grade networks for large events (MTV European Music Awards)
- Supported effectively & scalably at every level of massive scaling – Start-up, Scale-up, Enterprise

### **Technologies**

Microsoft Azure, 365 (Office) & Dynamics, Google Workspace, Salesforce / Financial Force, JIRA, AWS, Cisco, Solarwinds

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## Professional experience

### Head of IT

G.Network Ltd, London / October 2020 – Present

*A London-based Fibre To The Premises (FTTP) Internet Service Provider (ISP) with plans to install new fibre optic internet to across the city to replace the capitals aging communications infrastructure.*

#### Roles & Responsibilities:

- Identify new technologies, patterns, or changes within the sector that could maximise business efficiencies and improve customer experience
- Subject matter expert and technology partner to support business' GDPR compliance
- Cyber Security strategy & execution across the business (incl. devices and networks)
- IT strategy & execution, targets, success, departmental processes and policies
- Discovery, scope definition, design, and execution of business transformation projects
- Vendors & supplier relationships management
- Technology-first training and mentorship programs
- Develop and conduct regular review of all systems, business procedures, and controls
- Design, develop, and roll out IT systems across the business to maximise productive data outputs
- Budget management to meet our target Cost Per Premises Past (CPPP).

#### Key Achievements:

- Scaled user support and infrastructure from 250 to 800 users in 12 months including hardware, software and systems
- Timely procurement and delivery of equipment to all staff during during COVID and the company's rapid expansion
- Migrated the entire business from Google Workspace to Microsoft 365 without any downtime and minimal disruption
- Designed and deployed Azure platform and Dynamics
- Fully automated IT systems to streamline business operations and reduce IT resource requirements
- Drove a 'technology first' approach to drive business efficiency and productivity
- Managed the IT budget to optimise IT spend to ensure adherence to budget and Cost Per Premises Past (CPPP)
- Implemented the Cyber Security programme for the business and setup IT GDPR compliance process and procedures
- Rolled out Azure AD cloud platform removing the need for on-premises infrastructure, saving money and resource

### **IT Support Manager**

Hyperoptic, London and Belgrade / March 2018 – July 2020

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### **2nd Line Support Team Leader (Contract)**

Hyde Housing, London / March 2018

*Providers of affordable housing in London, the south east of England and neighbouring areas*

### **Service Desk & NOC Manager**

Vanquis Bank, Kent / November 2017 – February 2018

*A wholly-owned subsidiary of the Provident Financial Group. Specialising in providing credit cards.*

### **Desktop Support Manager**

Paramount (MTV UK), London / April 2016 – November 2017

*An international media company that includes Paramount pictures, MTV, Comedy Central, BET, Nickelodeon, Channel 5*

### **NOC & Data Centre Manager**

UK Broadband (Three), London / December 2014 – April 2016

*4G LTE Mobile Phone network operator based in the UK*

### **NOC Manager**

Arts Alliance Media, London / December 2014 – April 2016

*Software company specialising in developing software to automate Cinema Operations*

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## **Education & Qualifications**

**ITIL v3 & v4 Foundation**

**ITIL v3 Service Operations**

**BSc (Hons) Information Technology**

Middlesex University / 2002 – 2004