

Top Skills

IT Strategy

Business Transformation Project
Management

Highly experienced CIO/CTO with a track record of delivering IT transformation and strategy
Maidstone, England, United Kingdom

Summary

An accomplished business-led Director with extensive experience in fast moving, high-volume large enterprise environments, B2B, B2C, consulting, retail, technology, FMCG, IT services, commercial and FTSE-250 corporate sectors. Well-developed knowledge of MSP, PRINCE2, COBIT, ITIL, Agile and Kanban/Kibana, with profound expertise in defining and implementing IT strategies for competitive advantage and translating business requirements into tangible outcomes. Proven record of success in delivering large-scale software and infrastructure development projects and driving transformational change to achieve excellent bottom line results.

Key achievements:

- Turned around IT department at BMA to focus more on customer requirements using Agile and COBIT framework
- Kickstarted a major digital transformation programme for the BMA
- Re energised the IT Team at Insight involving over 150 staff
- Carried out Cyber Security Programme at the BMA and implemented SOAR technology
- Implemented new software solutions using Agile methodologies, increasing t/o by £50m for Insight
- Successfully managed 30 development teams highly focused on high street driven deadlines for gaming industry at Acclaim Entertainment
- Led business acquisition of \$2bn SAP Consultancy in the US, doubling company revenue to £4bn for Insight
- Delivered Cyber Security and traditional on-premise security solution for a cyber-consultancy - Global Strategies Group
- Worked with the Mirror Group's Managing Editor to deliver specialised bespoke digital content for publication and sale
- Built Services & Software Solutions team from scratch increasing Revenue by £8m in 18 months for TET
- Planned & delivered European logistics warehousing and call centre using SAP for Insight

- Moved IT estate to the Cloud as part of 5-year IT Strategy using Azure and OS365 to improve IT service for IIED

Core Competencies:

- Programme/Project Management: Business-Aligned IT Planning & Strategy Development; Management of In-house Nearshore & Offshore Development; Budgetary Management (OPEX & CAPEX); Service Delivery Management & Support; Programme Management, PRINCE2, Agile, Waterfall, MSP; Business Mergers, Acquisitions, and Integration
- Regulatory & Compliance: ITIL/COBIT Frameworks/Corporate Governance; IT Risk & Security Management; PCI/DSS Compliance, ISO 27001 & ISO 27032
- Technical Skills: Enterprise Software Development; Cloud Enterprise Solutions & Virtualisation; Software as a Service (SaaS) Solutions; Dynamics 365 Business Central & CRM Implementation; AWS Salesforce/Financial Force; Google G Suite

Experience

Human Tissue Authority

Interim Chief Information Technology Officer

November 2021 - Present (2 years 9 months)

- Bought in when the incumbent IT Director was leaving to provide business continuity whilst a permanent replacement is found
- Tasked with improving the HTA's Cyber Security Processes in line with NHSX, NHS Digital DSPT (data security protection toolkit) to satisfy the Audit and Risk Committee that DSPT submission best practice was maximised
- Identified what was required to maximise productivity and improve ways of working in a pandemic environment
- Advising on strategic direction of Business Intelligence and data best practice
- Objectives were prepared and completed 4 months ahead of schedule

A-Rated Homecare

Interim Chief Information Officer/Chief Operating Officer

February 2020 - October 2021 (1 year 9 months)

- Bought in by the Private Investors to set up the business and put in place all IT systems and operational processes
- Worked with the owners to obtain CQC licence to operate in private care

- Implemented operational governance & policies to ensure client safety and confidentiality including ISO27001 & 27032
- Setup and implemented cloud-based Patient Care and Workplace Management Solution to schedule and ensure client care plans and medication was carefully managed and monitored
- Implemented emergency response service ensuring healthcare workers responded quickly and took appropriate action
- Designed and built all IT services and applications in the cloud ensuring maximum autonomy with minimum overheads

Company Name (Withheld)

Interim Chief Information Officer Advisory
November 2019 - January 2020 (3 months)

- Bought in by the owners to deliver two major programs of work following auditor's advice
- Carried out an overhaul of all IT systems, and implemented new security measures to ensure client confidentiality to ISO27001
- Implemented a digital by default program of work as 75% of clients were public sector organisations

Creative Car Park Ltd.

Interim Chief Technology Officer/Chief Information Officer
May 2019 - October 2019 (6 months)

- Bought in by Private Equity (Inflexion) and the CEO to look at all areas within the business and to deliver a strategic roadmap that will allow CCP to grow exponentially focusing on Digital and IT
- Delivered new web site focused on PPC/SEO and social media advertising, increasing hit rate by 50% in 2 months
- Put in place Change control/Security and governance policies to minimise previous rogue development practises
- Outsourced development of CCP applications to MS Dynamics 365 due to aggressive growth and current system issues
- Moved legacy systems to Azure to alleviate existing systems issues whilst a new solution was being developed
- Outsourced our IVR, Call Centre Web and Mobile payment offering to become truly PCI/DSS compliant
- Proposed a managed print solution that would save CCP in excess of £1m over 3 years
- Introduced Virtual Reality solution for discovery of new client sites sales improved by 30% in 2 months

British Medical Association

Interim Chief Information Officer

January 2019 - April 2019 (4 months)

- Bought in by the CEO to re-align the IT Department with the business and focus on an overarching IT Strategy that meets the needs of the BMA members (Consultants/Doctors/juniors)
- Implemented a COBIT ITSM framework to provide a clear sense of focus and governance
- Took control of all isolated projects and associated budgets to deliver an integrated solution across the organisation
- Identified cost savings in excess £1.5m in IT costs alone in 3 months
- Reorganised the IT department so that it was more agile in its ability to deliver projects
- Carried out a major Cyber Security exercise to minimise and mitigate the loss of highly sensitive data and work towards ISO27001 & 27032 accreditation PCI/DSS and GDPR Compliance

War Child UK

Interim IT Strategy Consultant

January 2018 - December 2018 (1 year)

- Bought in by the CTO to provide technical and commercial advice for developing and building portable schools in war zones
- Created blueprints for design and deployment of technology providing learning material for children in war zones
- Implemented Unified Communications for global collaboration and reduction in travelling costs

Euro Car Parks

Interim Chief Technology Officer/Chief Information Officer

August 2017 - December 2017 (5 months)

- Bought in by the owners to transform the IT Department and develop innovative solutions to clients
- Immediately put in place SLA's, Policies and Procedures that transformed the IT department effectiveness
- Undertook security assessment implementing ISO27001 and GDPR compliance within 1 month
- Designed and delivered Online Booking portal in 2 months enabling clients to purchase parking permits
- Developed and implemented 3G/4G High Density Wi-Fi solution for ECP's largest client Sainsbury's

- Planned the upgrade of our (IOT) Management Systems and migrated them to AWS saving £60k per annum
- Implemented KANBAN methodology using JIRA and introduced Governance for Code Control, Testing and Quality Assurance

Giraffic Media

Chief Digital Officer

November 2015 - August 2017 (1 year 10 months)

London & USA

- Bought in by the owner to sell the Digital Agency and relocate the niche Publishing Arm to America
- Responsible for £2m Capex and P&L responsibility of £15m with a target of 20% growth in 12 months
- Recruited a new team of 30 consisting of Software Developers Designers and IT support staff in USA
- Implemented Cloud services to existing Client base predominantly OS365, Azure, ERP & CRM Solutions
- Implemented best practise tools to ensure a great UX/UI Digital experience for our clients customer loyalty

IIED

IT Director

April 2011 - November 2015 (4 years 8 months)

- Responsible for delivering 5-year IT Strategy & IT Operations
- Oversaw and implemented £15m company relocation reducing IT capex by £250k, £1m total project saving
- Implemented ITIL framework for delivery of IT services and best practice
- Provided core IT services to 7 different autonomous departments within IIED (Federated) as well as bespoke applications
- Implemented 24/7 fault tolerant infrastructure to ensure global connectivity to core applications
- Outsourced the development of CRM and SharePoint to consolidate legacy databases to a cloud-based solution
- Put in place development programme for all IT staff, 4 of which were direct reports

Trans European Technology

Chief Technology Officer

September 2008 - March 2011 (2 years 7 months)

- Bought in by the MD to introduce Customer Focused services and solutions to enhance business profile
- Client facing role promoting our services and advising clients on IT best practice and technical consultancy
- Responsible for recruitment of all technical staff, built team of 35 IT specialists
- Delivered e-commerce, digital marketing SEO, PPC, solutions to retail and other industries using various tools
- Introduced mobile services, technical support, consultancy, software development services, increasing profitability by 20%
- Tendered and won major £1.5m digital project to implement and deliver for BP
- Consulted and Implemented ERP and Big Data Solution Solutions and Business Intelligence for clients on global scale

Dean Foxx Management Limited

Chief Technology Officer/Chief Information Officer

September 2002 - August 2008 (6 years)

- Responsible for the provision of top-level IT & technology leadership and strategic consultancy
- Client-facing role, engaging with a portfolio of clients and acting as Interim IT Director, CTO & CIO
- Definition and execution of IT strategies and technology roadmaps, aligning IT with business needs
- Worked with Coca Cola to evaluate the use of 3D advertising concepts in cinemas
- Delivered leading-edge Digital POS-based solutions to Sainsbury's, McDonalds
- Worked with CIO of Egg Plc to help divest from Prudential and remove £3m of cost from the business
- Conceptualised & implemented delivery of first to market municipal Wi-Fi/ WIMAX network solution for Maidstone Council

Insight

Vice President of Technology & E-Commerce

June 2001 - September 2002 (1 year 4 months)

- Global responsibility for all aspects of strategic technology and e-commerce for Insight plc
- Appointed to VP leadership role to transform IT for the world's largest reseller, revenues of \$4bn+

- Delivered European logistics/warehousing solution catering for over 350,000 products being shipped daily
- Planned and implemented a state of the art 1,000+ user call centre utilising Best of Breed Technologies (VoIP)
- Led relocation of Global Mission Critical Systems, increasing reliability, and improving P&L by 3%+
- Built strategic relationships with Microsoft, Cisco, and HP, to deliver (SaaS) increasing revenue by £10m in 6 months

Hyperchannel Limited - Igentica

Chief Technology Officer

January 2000 - May 2001 (1 year 5 months)

- Responsible for leading IT, technology and change management across the business
- Appointed as CTO to work closely with a portfolio of VCs during the restructuring of the business
- Championed adoption of an Agile environment for a Pan European B2B2C IT trading hub solution
- Managed 2,000,000 individual SKU's in 9 languages, with 18,000 web pages that needed to be tracked daily
- Developed price comparison solution that was sold into hotel/car/supermarket chains Tesco, Hertz, and competitors

Intertek Testing Services

Regional IT Director EMEA & FSU

November 1998 - December 1999 (1 year 2 months)

- Responsible for managing IT services across EMEA & FSU regions within ITS, part of Inchcape plc
- Appointed as Regional IT Director to support delivery of mission-critical IT to global offices
- Spearheaded transformation of the internal IT function into an effective, proactive cost centre facility
- Negotiated worldwide support contracts to maintain IT infrastructure and support service delivery
- Successfully designed and delivered (SaaS) projects for large Value client portfolio – Shell, Exxon, Elf and Sasol

Getty Images

Chief Technology Officer

October 1996 - October 1998 (2 years 1 month)

- Responsible for all aspects of IT & technology leadership, supporting business growth and transition
- Delivered 24/7 business-critical IT Infrastructure for world's largest Digital Content Library
- Full budgetary control and management in excess of £14m, including planning procurement and spend
- Drove the design and software development of an online digital platform, underpinning long-term growth plans
- Head of Acquisitions, overseeing and implementing a portfolio of 40+ worldwide buyouts in 17 months

Acclaim Entertainment
European IS Manager
1995 - 1996 (1 year)

Education

Mid Kent College
HNC, Business Studies · (1990 - 1992)