|  |  |  |
| --- | --- | --- |
| Kyle |  | |
|  | Kyle.368898@2freemail.com |  |

**SUMMARY**

I’m an International IT professional with a career that spans over 13+ years. In that time I’ve gained professional qualifications in various technologies and worked across different countries and industries; where I've produced developed skills that have been gained through establishing and developing full IT projects, leadership and the continual improvement of IT services. I’m a determined individual who strives to continually improve my skill set and focus my goals towards growing my career in IT Leadership and delivering a world class customer experience.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **S K I L L S**   |  |  | | --- | --- | | * Proficient in establishing IT services frameworks and IT security policies * Analysing the costs, value and risks of IT * Cyber security specialist * Service delivery management * Networking administration * Project management * Dynamic hands-on leadership | * IT Financials, budgeting and budget forecasting * Mentoring/Development of internal staff * Designing and customising technological systems and platforms to improve employee engagement * Mastery at establishing strategic service provider partnerships and procurement * Change & Capacity Management * IT Systems implementation & migration |   **experience**  **Head of IT | Qubit**  November 2015 - Present  Managing the operation of all IT services, Infrastructure, Network & Security globally (UK, US and Europe). Defining and delivering the IT services strategy for the business, providing a strategic road map with defined objectives to achieve long-term goals. Managing the deployment, monitoring, maintenance, upgrade and support of all current IT systems. Accountable for security documentation, procedures and ISO 27001 Assets. Planning and implementation of the IT budget. Managing financial aspects of the IT function, including purchasing and budget forecasting.  **MAJOR PROJECTS/SUCCESSES:**   * **Reduced OPEX by 30% globally by migrating telecoms into the cloud.** * **Implementation of ISO 27001** * **Migration to zero touch deployment and Device mobility management.** * **Educated business on the importance of CyberSecurity by introducing Phishing tests, PEN Testing and gamification.**   **IT MANAGER – EMEA & APAC** **|** **OpenText (prev. Actuate)**  October 2013 – November 2015  Based in the International headquarters of London and managing a team of 3 administrators across Europe and Asia. Effectively delivering on multiple IT projects, maintaining the corporate assets and creating vendor relationships and maintenance agreements for these regions; as well as the implementation of problem, change and incident management in reference to ITIL processes with US headquarters. Working closely with business stakeholders building and developing close relationships and ensuring services are met and identifying potential service improvement opportunities.  **MAJOR PROJECTS/SUCCESSES:**   * Project managed Switzerland office move in all IT aspects. * Replaced ageing Singapore Servers and Networking equipment. * Migration from Hyper-V 2008 to ESXi 5.5 across EMEA and APAC. * Implemented VoIP Avaya IP Office phone system for the London office.   **Team Lead - IT Systems Administrator EMEA & APAC** **|** **OpenText (prev. Actuate)**  December 2012 – October 2013  Maintaining the internal network in all Actuate/OpentText European and Asia Pacific offices (UK, France, Germany, Switzerland, Singapore and Shanghai), providing software, server, network and hardware support, and responsible for the continued maintenance of all corporate assets. Managing administrators across multiple offices, ensuring that all ticket communication and follow up is done in a timely manner based on established service-level-agreements (SLA) and service-level-objectives(SLO). Daily stand-ups (Video conference) with team. Assisting with the creation of company policies and standardisation in reference to information technology. Maintain and operate WAN connection with Corporate and other remote office. Maintain and create vendor relationships and maintenance agreements.  **IT CONSULTANT | Bodymotion Chiropractic and Sports Clinic, UK**  December 2012 – January 2015 - London, United Kingdom  Managing the Office 365 environment and providing capacity, project and service delivery management to the business stakeholders. Professional BAU, network and support services carried out and regular communication on continual service improvement.   * Management of the Office 365 environment (licensing, administration, configuration) * Service delivery, project and capacity management * Network Management & resilience (Firewall Vigor2830, backup ISP) * Laptop configuration and repairs * Windows installation, configuration and administration, * 3rd party application support and backups   **SENIOR SERVICE DESK ENGINEER | GroupM, UK**  September 2009 – December 2012 - London, United Kingdom  Responsible for the UK IT Service desk function supporting 2000+ end users across multiple sites in the UK. The role was predominantly responsible for ensuring the GroupM agencies were receiving the required level of services, measured against agreed SLs and KPIs.   * Incident and problem management across agencies. * Close working relationships with business stakeholders * Interim Service Desk Manager * Team mentoring for 1st line and 2nd line engineers. * Documenting new procedures and the knowledge database for new and trending issues * Administration of IT systems (ITSM, VMware, Exchange, Wintel)   **2nd LINE SERVICEDESK ENGINEER | GroupM, UK**  September 2009 – December 2010 - London, United Kingdom  Providing support to 2000+ users working with an incident management system and strict SLA’s. I  handled the typical day to day running of the IT systems from administering Cisco IP phones, active  directory, Windows server 2003/2008, VMWare administration, Exchange 2010 and Domino server  environment, monitoring of software and patches across all GroupM brands through LANDesk, group  policy management and the continued running of the SAN environment.  I worked closely with the site manager to ensure tickets are raised in the correct format and incidents prioritised across the 1st and 2nd line teams.  Documenting new procedures and KDB database for new and trending issues.  **IT SUPPORT & LOTUS DOMINO ADMINISTRATOR | Cornelius Group plc, UK**  July 2003 – October 2009 - London, United Kingdom  Day to day tasks consisted of supporting the internal and external staff of Cornelius as well as the running of the servers, supporting, maintaining and administering the Lotus Domino infrastructure   * BAU Support (Wintel Environment XP/7) * Maintain VPN & WAN * Management and monitoring of Lotus Domino environment (Wintel & Suse Linux) * VIP Support * Incident trends & Uptime, reporting to IT Management * Blackberry & BES management * Continuous improvement to bespoke infrastructure   **Education & qualifications**    **PROFESSIONAL CERTIFICATIONS (CONTINUED STUDY)**   |  |  | | --- | --- | | * IT Security & Service Management * PRINCE2 Practitioner * VMWare Certified * ITIL Certified | * CompTIA A+ * CompTIA N+ * IBM Certified Systems Administrator – Lotus Notes and Domino 8 * Diploma in IT |   **BS IN COMPUTER SCIENCE** – Open University 2006 |