



Profile:

A vastly experienced senior IT leader with a background of driving IT service improvement, IT strategy definition and implementation and supporting key business change.

- Support of complex 24*7*365 systems for a £1B high service multi-channel electronics components distributor with approx. 4000 internal users and 2M+ customers globally
- An inclusive leadership style with significant experience of leading diverse global teams operationally and in largescale projects to time and budget
- Proven Track record of executing and supporting organisational change & business transformation programmes; including leading teams through acquisitions and mergers ensuring staff remain engaged and focussed on supporting the business
- Stakeholder management to C level working to identify areas where IT can assist in driving business growth and customer satisfaction facilitated by being a highly effective communicator with the ability to adapt to one's audience and translate needs into effective solutions
Engages with all members or staff from C level to junior team members thriving on open conversation to meet common goals
- Multimillion pound budget management
- Process and complex architecture design to support current and future business needs with an extensive background in defining and delivering service improvements based on ITIL framework

Employment overview:

Premier Farnell: Jan 2001 – Jul 2018 - 17 years in a progression of roles culminating in current role as Global Head of IT Operations

Company: Premier Farnell, part of Avnet group of companies, is a £1B high service electronic components distributor supporting 2M+ customers globally

The organisation consists of approximately 4000 users in 36 countries with the majority of revenue coming through digital channels and runs the thriving Electronic Design Engineer Element14 Community website

Role: Global Head of IT Operations

Overall responsibility for the 24*7*365 IT operations covering all elements of infrastructure, security, Service Management and Service desk with a team of circa 85 global internal staff and multiple outsourced services. Supporting the business from an operational and transformational perspective

Key stakeholder management of 'C' Level execs within Premier Farnell and Avnet groups

Programme sponsor, project manager and technical lead for multiple large-scale multimillion GBP projects

Operational lead in meeting and maintaining compliance needs including PCI and SOX

Deputising for Group CIO when required

Key achievements:

- Operational support for users in 36 countries, 1500+ servers and 6 regional data centres maintaining highest levels of systems availability and performance
- Infrastructure design, implementation and ongoing support of global ecommerce platform located in 6 regional data centres supporting 46 websites delivering in excess of 10M + daily page views, 4 million products, 100M product attributes and 140M list prices
- Organisational change - Aligned all operational IT functions into one single global organisation including the implementation of outsourced services to create a flexible resourcing model to provide an effect follow the sun approach to IT Operations. This resulted in improved team collaboration, SLA improvement and overall systems availability and performance gains
- Workforce mobilisation – implemented solution to allow for a more mobile sales workforce by implementing approx. 300 centrally managed iPads globally. This drove salesforce effectiveness when dealing with remote customers
- Infrastructure Strategy - Defined and implemented the infrastructure strategy to meet the pace of growth needed by the business in terms of capacity and performance. This Included the implementation of regional internally hosted and co-located data centres and infrastructure standardisation resulting in reduced costs, reduction in number of vendors and improved system resiliency and DR capabilities
- Server virtualisation implementation within Premier Farnell saving over £1M+ in capital costs and more than £400K in annual operating costs. This also resulted in significantly reducing time to provision servers and hence improve the business ability to test and deploy new systems
- Relocation of Newark Electronics group office function (circa \$400M pa revenue business) and datacentre estate this included 400+ office staff and 200+ servers making up the core systems including ERP, web, network, telephony and email over consecutive weekends
- Singapore data centre selection and implementation: Implemented Primary APAC data centre to support core systems including ERP and Web platforms in Singapore co-location
- Windows active directory consolidation and upgrade –Consolidated and updated 22 Active Directory domains into 1 domain. Aligning 4500 users and 500 servers across 36 countries
- Exchange consolidation and upgrade – Consolidation of multiple exchange organisations into single structure support 6000+ critical mailboxes
- Siebel CRM and Genesys Call Centre Implementation EU and US - Infrastructure and Support technical lead server and storage infrastructure, software and database installation, integration, configuration and support
- Hong Kong office/distribution centre implementation – Technical lead selection and implementation of the first HK office for Premier Farnell

Role overview:

Stakeholder Management:

- Operational reporting to C level stakeholders within Premier Farnell – outlining operational performance against agreed SLA's
- Regular service review meetings with key business leads to identify challenges or areas of improvement and agree an aligned approach between IT and business
- 3rd party management of key vendors in ensuring appropriate levels of service are attained and identification and implementation of service improvements

Strategy:

- Strategic IT roadmap – Key member of IT Senior Management team that defined the strategic IT roadmap for the organisation based on business needs to deliver future growth
- Organisational change leader - Lead role in defining and transition to a global organisational structure for the IT group
- Infrastructure Strategy – Owner of creation of infrastructure strategy
- Infrastructure lead for Avnet integration programme with Premier Farnell. Defining integration synergies and long-term strategic approach to aligning both organisations to identify cost savings and improved business support for both projects and on ongoing operations

Operations:

- Owner of operational support 24*7*365 for £1B high service electronics components distributor supporting 2M+ customers globally ranging from EDE to MRO organisations.
The organisation consists of up to 4000 users in 36 countries with the majority of revenue coming through digital channels and runs the thriving Electronic Design Engineer Element14 Community website
- Multimillion pound capital and operational budgetary responsibility
- Operational IT Lead in enabling the business meet and maintain its compliance needs regarding PCI and SOX
- Vendor management and negotiation of large scale global accounts including networking, infrastructure and professional services
- Service Management owner for all operational issues driving improved levels of systems stability, reduction in time to repair, reduction in recurring systems issues by carrying out root cause analysis, improved change processes resulting in increased frequency of change and reduction in post change issues and improved reporting on financial impact to business resulting from IT issues.
This resulted IT being seen as being responsive and understanding to the current and future businesses needs
- Global infrastructure support – Owner for all aspects of infrastructure within Premier Farnell including datacentres, server, storage, network, telephony, database and end user estate – supporting 6 datacentres, 1500+ servers and 4000+ users globally
- Led Service Management teams in creating an ITIL based service management organisation: Processes included Incident Management, Problem Management, Change Management, Service Design and Continual Service Improvement
- Operational and technical SME for all aspects IT support for business transformation projects including preparation of moving Premier Farnell largest warehouse to a new green field site

Previous Experience:

Her Majesty's Royal Air Force: 1989 – 2001

Role:

- Electronics Engineer – Global support of IT systems, data communications, Telecommunications, Airfield communications and radar systems

Education/Skills

- Stakeholder management to C level
- Largescale vendor management
- In-depth knowledge of all aspects of IT including infrastructure, service management, programme office and development processes
- Strategy definition – developing short and long-term strategic roadmaps for infrastructure and operational teams globally
- Driving organisational change to support the needs of the business using various resourcing models
- Multimillion pound budget management
- Global team management up to 100 engineering resources
- Programme/project management lead and sponsorship – overall responsibility for programmes of work within the operational and infrastructure environments
- Prince 2 Practitioner Project Management
- ITIL V2/V3
- TOGAF – Architecture Process knowledge