

I am a professional with strong experience across different roles and environments. I have a strong technical background with particular strengths in process, controls, analysis, integration, automation, and usability. I am creative and have vision, and particularly adept at introducing new service functions when top management buy-in is secured. I am enthusiastic, flexible, persistent, and very driven and results-oriented

EXPERIENCE

IT Governance Manager @Orbit (2017-present)

Formed as a new function for the organisation, including team specialists covering commercial management, change, and assets. Promoted adoption of COBIT as part of group strategy, aligned to corporate objectives.

- **IMPLEMENTED COBIT ROLL-OUT** with a complete maturity assessment, and comprehensive training programme.
- **FORMALISED CHANGE MANAGEMENT** Taking it from Maturity-1 (initial) to Maturity-3 (Defined) within one year
- **ENDED ISO27001 CERTIFICATION** Identified control maturity out-of-step with needs and other controls levels, tactically terminated the certification while in compliance to invest in overall business aligned control development
- **CREATED A RISK FRAMEWORK** Based on COBIT for Risk, including custom managers toolkit, and rating system
- **INTRODUCED CMDB & ASSET MANAGEMENT** Tracking end-point devices, servers, and software / licensing.

IT Service Continuity Manager @NFU Mutual (2015-2017)

As part of IT Architecture; my role was to build and manage a dedicated & virtual team of ITSC specialists

- **LED IN CREATION OF CONTINUITY FRAMEWORK** Comprising of charter, strategy, standards, training, distribution plans, review & working committees, plus realistic KPIs
- **SECURED £800k TEST BUDGET** Produced tactical DR plans, runbooks and recovery scripts using the framework and scheduled testing to prove them via regular live and desk-based testing against a variety of defined scenarios

IT Change Manager @NFU Mutual (2012-2015)

My role focused on maturing and maintaining existing good process & controls, plus creating a new ITSCM service

- **70 CHANGES PER WEEK** Responsible for the Change Management (ITCM) service. Managed a team of change analysts and chaired both the Change Advisory Board (CAB) and Technical CAB
- **CONTROL & COMPLIANCE** IT Point of contact for internal and external Auditors, negotiating scope/response and monitoring action progress / ensuring closure. Also responsible for control evaluation and maturity assessments
- **DISASTER RECOVERY** Formed a new IT Service Continuity Management (ITSCM) service aligned to company risk management framework, implemented policies & procedures, and introduced a testing programme
- **IT SECURITY (IAM)** Introduced wide-ranging Identity and Access Management (IAM) controls, plus deployment of RBAC solution, and ensured existing security procedures aligned with corporate policy & ISF best practices

Senior Developer @NFU Mutual (2009-2012)

Life & Pensions developer with multiple roles across A.I.A and 3r teams, covering full service lifecycle

- **TECHNICAL OWNER** of CRM Product. Introduced in-house development capability, giving usability improvements, MDM and integration. I also created build and deployment automation. Established an agile off-shore team
- **DATA PROVISIONING** Implemented a SOA framework and developed data models and integrate mappings between Life systems – introduced standards and defined limits of control
- **IT CHAMPION** IT delegate to CEO forum. IT Dragons' Den participant. Directed IT branding

Contractor @Self-employed (2006-2009)

Provided a wide variety of IT services, including Data-recovery, Web design, and enterprise contract work

- **FORENSIC AUDIT** As an A.I.A application specialist I was brought in to investigate and resolve financial anomalies in several high-value pension policies for a financial services organisation

3r Senior Applications Consultant @CSC (2003-2006)

3r is a multi-channel CRM system, written using Java, C++, and XML

- **PRINCIPAL AGENT** Key on site consultant, including last remaining on projects; performing training and hand-over to client, responsible for fielding issues and maintaining the client relationship on a daily basis
- **WORKFLOW WEB SERVICES** Worked on a Workflow SOA solution using XML transformations

A.I.A Senior Applications Consultant @CSC (1998-2003)

A.I.A is a pension system, written in GraphTalk/ProLog. Developer & Integration specialist, working across EMEA

- **SOLUTION ARCHITECT & TEAM LEAD** Managed a 5-man team over an 18 month period on-site to develop and distribute a Taxation Framework in A.I.A for multiple international clients
- **PERFORMANCE BASELINING** Designed and implemented product analysis tooling, applied this to 100s of computers, networks, and performed multiple in-depth case-studies

Dialogue Manager Developer/Analyst @Fujitsu-ICL (1995-1998)

Dialogue Manager is a Windows integration tool and "screen scraper" for legacy systems

- **BASE PRODUCT DEVELOPER** Created the licensing solution for product, developed and managed source control, product build and installers. Developed Delphi support, in-product wizards and code editor
- **BESPOKE SOLUTIONS** Bespoke VB solutions using product for several government and FS organisations

QUALIFICATIONS

TRAINING Certificate of the Business Continuity Institute (CBCI), Certified Information Security Manager (CISM Exam), COBIT v5 Foundation, ITIL v3 Foundation, ITIL Service Operation, ITIL Service Transition

EDUCATION BSc. (Hon's) 2:1 in Computer Science. A-Levels in: Computing, Maths & Statistics, and English

SKILLS

STANDARDS

COBIT, ITIL, ISF, CISM, SFIA, TOGAF, ISO27001, ISO22301

ENTERPRISE LOB APPS

AIA, Workflow, CRM / 3r, Screen Scraping

WEB TECHNOLOGY

XML, XSLT, XSD, WSDL, HTML, CSS, Dreamweaver, Content Management Systems (Joomla/Mambo), Sharepoint, Bootstrap, PHP, ASP, Javascript, Flash/Actionscript

APPS

MS Office, Contribute, Sharepoint Designer, Visio, Photoshop, Illustrator, Lightroom

DEVELOPMENT

PowerApp, Subversion, JAVA, C/C++, VBS, Delphi, DOS Batch, SQL, UML

PERSONAL DETAILS

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INTERESTS I have a variety of creative interests: I enjoy art, graphic design, and photography. I have produced company logos, marketing materials, software artwork, and commercial wedding photography