

EXECUTIVE PROFILE

Commercially minded technology leader with more than 15 years of experience across IT operations, enterprise architecture, data, applications, cybersecurity and digital transformation. I shape roadmaps, simplify estates, lead teams and suppliers, and keep delivery connected to the business result.

I have led change across ecommerce, fulfilment, customer service, ERP, data and cloud platforms. I am strongest where the estate is complicated, priorities move quickly and the answer has to work in daily operations as well as in the strategy deck.

SELECTED OUTCOMES

Reduced annual IT expenditure from £1.2m to £480k through estate review, supplier consolidation, platform rationalisation and automation.	Contributed to 15% EMEA revenue growth through ecommerce, fulfilment and customer-platform improvements.
Led technology operations supporting more than 1,500 users across five countries, with additional users in the US.	Delivered more than 25 global programmes that released over 1,000 hours of monthly capacity through analytics and automation.
Moved business-critical fulfilment from four-hour batches to API-led order processing completing in as little as sixty seconds.	

EXECUTIVE CAPABILITY

Strategy & enterprise architecture Translate business priorities into target states, transition architectures and sequenced investment plans that teams can actually deliver.	IT operations & resilience Run dependable services across identity, infrastructure, endpoints, support, recovery and continuity.
Data, AI & decision support Build governed information and automation that help someone decide what to do next, rather than merely admire another dashboard.	Digital platforms & integration Connect ecommerce, fulfilment, customer service, ERP, WMS and internal applications into operable end-to-end journeys.
Cybersecurity, risk & continuity Build proportionate controls into the operating model without making the business grind to a halt.	People, partners & commercial value Lead teams and suppliers, challenge platform economics and leave clear ownership behind when change becomes BAU.

CURRENT ROLE

simplehuman | Head of IT Operations Feb 2019 to Present

Scope: EMEA technology function · five countries plus US users · £1.2m starting annual estate spend · executive and cross-functional stakeholders

Responsible for business technology and IT operational leadership, shaping digital transformation across EMEA and aligning the technology estate with commercial goals, customer experience and scalable operations.

- Shaped the IT roadmap and transformation portfolio across cloud, data, ecommerce, fulfilment, customer service and cybersecurity architecture.
- Leading an enterprise migration that began in March 2026 from Microsoft Entra ID, Azure, Microsoft 365 and OneDrive to Google Workspace, Cloud Identity, Google Drive and Google Cloud hosting.
- Contributed to a 15% increase in EMEA revenue by modernising ecommerce, fulfilment and service platforms, introducing API-led customer access and onboarding, accelerating order processing, reducing system failures and lowering the operational cost of returns.
- Reduced annual IT expenditure from £1.2m to £480k through vendor consolidation, platform rationalisation and process automation.
- Led a core team of eight internal staff and four contractors across IT operations, infrastructure, systems development and support; wider peak delivery scope reached up to 12 internal staff and 13 contractors.
- Managed IT onboarding and support for more than 1,500 users across five countries, plus users in the United States.
- Created secure in-house application portal capability to replace costly third-party tooling and remove vendor-led limits on future development.

PREVIOUS EXPERIENCE

Softcat | Solutions Architect

Jun 2013 to Feb 2019

FTSE 250 IT infrastructure and services provider

FTSE 250 enterprise · global delivery · 25+ projects · sales, finance, operations and managed-services stakeholders

Designed and implemented enterprise-wide business intelligence platforms and analytics solutions in a FTSE 250 environment, strengthening reporting, decision-making and operational performance.

- Delivered more than 25 global projects that automated processes and saved over 1,000 work hours every month.
- Influenced organisational revenue by 13% through analytics and data-driven solutions.
- Owned and maintained the BI estate across reporting, decisioning, governance, security and platform development.
- Managed the end-to-end project lifecycle across planning, scope, budget, risk, issues and stakeholder engagement.
- Delivered forecasting and opportunity analytics that made commercial decisions faster and more evidence-led.
- Streamlined ITSM processes and improved monitoring capability to increase operational efficiency.

The Common Framework | Part-time Technical Director

Jan 2018 to Jan 2023

Parallel venture · regulatory and risk assessment platform

Parallel venture · product strategy, architecture, delivery roadmap and operating ownership

Alongside my employed role, I led the technical vision, design and delivery of a custom regulatory and risk assessment platform built around structured assessments, evidence capture, reporting and practical compliance guidance.

- Created a regulatory portal guiding users through NCSC, GDPR and corporate social responsibility requirements.
- Improved user documentation and knowledge management capability by 50%.
- Owned the technical vision, delivery roadmap, user experience and solution architecture.
- Managed delivery end to end across requirements, planning, scope, risk, issues, platform design and continuous improvement.
- Built the product around structured controls, evidence capture, maturity scoring, reporting and actionable recommendations.

EDUCATION & PROFESSIONAL CERTIFICATIONS

Master’s Degree in Information Technology, ITCA, South Africa, 2010

- Microsoft Certified: Solutions Architect (SQL Server, BI & Data Analytics, Windows Administration)
 - Microsoft Certified: Azure Solutions Architect Expert
 - Microsoft Certified: Azure Security Engineer Associate
 - Project Management Professional (PMP)
 - Certified Data Management Professional (CDMP)
- Certified in Risk and Information Systems Control (CRISC)
 - ITIL 4 Foundation
 - TOGAF 9.2 Foundation
 - ITIL Strategic Leader (ITIL SL)
 - QlikView Developer, Designer & Administrator

SELECTED TECHNICAL BREADTH

PLATFORMS	Microsoft Azure, VMware vSphere, Citrix and Windows Server (2008–2025)
DATA & BI	Power BI, QlikView / Qlik Sense, SSIS, SSRS, SSMS, Power Query and DAX
PROGRAMMING	SQL, R, HTML5, CSS3, JavaScript, Node.js, PHP, PowerShell, C#, .NET and React
METHODS	ITIL, TOGAF, Agile, Scrum, Kanban and Waterfall
SECURITY & NETWORKING	Microsoft Intune, Endpoint Manager, Mimecast, NordPass, NetIQ and SolarWinds

ADDITIONAL INFORMATION

United Kingdom · flexible on location and working pattern for the right mandate.

References and supporting evidence are available on request.