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**Location: London**

### **Personal Statement:**

Proven, hands-on Head of IT/IT Manager with a track record of leading Corporate and Startup IT teams, scaling businesses across the UK and EU. Expert in managing and implementing technologies like Google Workspace, Okta, JumpCloud, Meraki, Unifi, and CrowdStrike, all while ensuring SOC II compliance and ITIL 4 Foundation certified.

Recently, I successfully scaled a unicorn NYSE tech startup from 10 to 5,000 staff by designing and implementing a robust cloud-based strategy platform. I have managed multiple acquisitions, seamlessly integrating staff with minimal IT disruption. As a hands-on leader, I have motivated geographically diverse teams and established a highly efficient service desk to support the rapidly growing business.

### **Professional Experience**

**Cazoo**

Feb 2019 to present

**Head of IT Operations**

Cazoo is a tech start up transforming the car buying and selling experience across the UK. I started at Cazoo and one of the founding employees, number one IT member tasked with building the corporate IT platform and team.

### **Key responsibilities:**

- Build and run Cazoo's corporate IT platform Email, Identity, SSO, Radius, Device management, AV as well as being hands on covering all aspects of IT
- Successfully deployed IT infrastructure, network, WiFi, POS/Stripe, hardware, CCTV, and AV at over 25 locations, enhancing operational efficiency and customer experience.
- Recruited and led a high-performing global IT team, fostering collaboration and innovation across different regions
- Managed all the IT aspects of company acquisitions, ensuring smooth transitions and integrations with minimal disruption to business operations including 3 large office moves
- Executed seamless migrations of Email and GCP, ensuring data integrity and minimal downtime.
- Strategically scaled IT infrastructure to support a global workforce of 5,000, maintaining high performance and reliability.
- Deployed CyberSeucuity, CrowdStrike AV, DNS filtering (Cisco Umbrella), SIEM deployment through 3rd party and ensure resolution of all security tickets
- Efficiently managed IT budgets, licensing, and third-party relationships, optimizing costs and ensuring compliance.
- Implemented and managed Meraki, Unifi, and Ruckus technologies to ensure high network availability and performance.

- Fostered a positive and productive work environment through mentorship and guidance, empowering the team to excel.

## **Zoopla IT Operations Manager**

2012 - 2019

*Zoopla (founded in 2007) is a developer of a digital property search platform for properties across the United Kingdom and the Netherlands. In August 2009, Zoopla acquired the PropertyFinder Group, consisting of the websites Propertyfinder.com, Hotproperty.co.uk and UK Property Shop, from prior owners the REA Group and News International.*

- Managed AWS services including EC2, RDS, VPC, ensuring optimal performance and cost-efficiency
- Implemented auto-scaling policies to handle increased traffic to websites, ensuring seamless scalability and high availability.
- Supported website operations to ensure maximum uptime and performance.
- Monitored website performance and conducted regular maintenance.
- Oversaw telephony systems, ensuring reliable communication infrastructure.
- Managed VoIP solutions and troubleshooting issues to maintain seamless operations.
- Managed and maintained print services, ensuring efficient and cost-effective operations.
- Coordinated with vendors for procurement and maintenance of printing equipment.
- Administered and supported various devices across the organisation.
- Implemented policies for device security and management.
- Administered Linux-based systems, ensuring stability and performance.
- Performed regular updates, backups, and security checks.

## **REA Group realestate.com.au (Australia)**

2004 - 2012

- Implement and manage scalable and reliable system architectures for web applications running on Linux servers.
- Ensure system availability, performance, and security across multiple environments (development, testing, production).
- Analyse and optimise system performance to ensure fast load times and efficient resource usage.
- Conduct performance testing, identify bottlenecks, and provide solutions to improve system performance.
- Implement monitoring tools and dashboards to track system performance and health.
- Manage and maintain Linux server infrastructure, including cloud-based environments (AWS, Azure, Google Cloud) and on-premises systems.
- Automate infrastructure provisioning and management using tools like Terraform, Ansible, or similar.
- Configure and manage web servers (Apache, Nginx) and database servers (MySQL, PostgreSQL).
- Work closely with development teams to ensure optimal integration of systems and performance practices in the development lifecycle.
- Provide technical support and troubleshooting for system-related issues.

- Develop and maintain documentation for system configurations, procedures, and performance tuning guides.
- Implement and maintain security best practices to protect web applications and infrastructure.
- Ensure compliance with relevant regulations and standards (e.g., GDPR, HIPAA, PCI-DSS).

## **Royal Australian Navy**

Communications specialist

SC TS Crypto