


Tim Meredith

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Summary

Experienced in leadership and execution roles for Telcos, Service Providers and Software businesses - B2B and B2C. Including:

- Product Management
- Proposition and Commercial packaging
- Digital / Social and Offline Marketing
- Architecture, Engineering, Support and Development
- E-commerce and Solution-based Consultancy
- Leading some amazing People and Teams

Specialities:

- Cloud / Virtualisation
- Server management (Windows / Linux)
- Internet Services (Web hosting, DNS, Email, Core/Transit/Peering routing, etc)
- Security (AV, AS, IDS, IPS, Pen Testing)
- Unified Communications, SIP Trunking, PBX and VoIP in general
- Mobility
- Enterprise WAN / LAN
- Connectivity
- E-commerce
- OSS/BSS

Experience

Managing Director

Fractional Teams

Aug 2020 - Present (7 months +)

Chief Commercial Officer (Marketing, Product and Sales)

OnApp

Jul 2018 - Aug 2020 (2 years 2 months)

As CCO at OnApp, I was responsible for leading the Product, Marketing and Sales organisations, creating Product/Marketing strategies and building tactical, revenue-focused campaigns. In addition to being a senior member of the OnApp leadership team, I also participated in board activities alongside major shareholders and NEDs.

Within this multi-disciplinary leadership role I directly led people in senior positions within flatter hierarchies and also managed direct reporting lines from heads of other commercial and technical departments. This involved home and office-based teams across several regions around the world.

A commercial mindset was key in this role, with lead generation, opportunity conversion and customer retention being core areas of focus. Driving product technology and evolution was also a high priority in order to appeal to both business and technical needs within target markets and the existing customer base.



VP - Product and Marketing

OnApp

Feb 2018 - Jul 2018 (6 months)

I led Product and Marketing for an innovative and successful portfolio of cloud propositions. We did something very different in the cloud market. Not only did we make clouds easier to manage at a much lower cost than other platforms, but we also provide an environment that allows our partners to create their own value and uniqueness.

Thousands of clouds around the world are powered by OnApp, but you might not realise this as we gave our partners the ability to brand and customise the experience they offer to their customers and users.



Director of Product, Propositions, Innovation and Partner Alliances

KCOM

May 2016 - Jan 2018 (1 year 9 months)

I led KCOM's Product, Propositions, Innovation and Development communities, as well as Partner Alliances, across all markets and territories.

I helped drive the successful brand consolidation and transformation of KCOM into an innovative service provider in Hull and East Yorkshire as well as the technology partner and integrator of choice to many corporate and public sector organisations including HMRC and Bupa.



SANS/GIAC Advisory Board Member

SANS Institute

Nov 2013 - Nov 2017 (4 years 1 month)

Following achieving a high score of 93% in my GCIH certification, I was invited to become a member of the SANS/GIAC Advisory Board.



Product Director and Technology Leadership

Daisy Group

Feb 2014 - Apr 2016 (2 years 3 months)

I lead agile product, commercial and technical teams that create and deliver simple, yet innovative products and services to direct and indirect/wholesale channels.

Primarily responsible for Product Development, Architecture/Infrastructure and Commercial Strategy of UC, Mobility and Collaboration. I also provide product and technical leadership around Network, Cloud and Security services.

Under my leadership, our cross-functional team has delivered maximum resiliency of our platforms, zero downtime, fantastic customer experience and massive P&L improvement through increased retention, cost reduction and growth in new customer sales.



Founding Consultant/Director

NEXT GENERATION ICT LTD

Nov 2013 - Feb 2014 (4 months)

Product Management and Development consultancy / Network, VOIP and Cloud Services

GCIH Analyst# 13478

I help ISPs, ITSPs and Resellers develop profitable Telecommunications Products and Services that customers love.

I also work with businesses who want to deploy innovative, new technologies that will help them reduce costs and increase productivity. I have deployed Network, VOIP and Cloud solutions using a variety of vendors and service providers.

I have worked in many senior roles within the Telecommunications industry over the last 10+ years, which has led to me gaining a detailed understanding of the various technical and commercial challenges facing an organisation when deploying, supporting, managing and selling Voice, Data and other ICT services.

My past experience with several service providers encompasses:

- Product Management
- Product Development
- Product Marketing
- 3rd Line Support/Core Engineering
- R&D
- Network Design and Implementation
- Router / Firewall Configuration
- Linux / Windows Administration
- Pre-sales Consultancy
- Service Delivery
- Solutions Architecture
- Technical/Man Management
- PEN Testing / Ethical Hacker



Product Development Manager

Exponential-e

Oct 2012 - Nov 2013 (1 year 2 months)

I was responsible for delivering innovation within the Exponential-e voice portfolio and developing products and services to solve real business problems.

Roles and responsibilities:

- Product management and innovation

- MVP (Minimum Viable Product) strategy and working with early adopters
- Technical research and agile development processes
- Go-to-market strategy
- Productisation of commodity and value-added services
- Market analysis (commercial and technical)
- Customer focus groups (internal and external)
- Supplier contract negotiation
- Alpha/beta testing
- Case studies
- Internal / External Collateral



Head of Channel Pre-sales

Exponential-e

Nov 2010 - Oct 2012 (2 years)

Network design

- I designed and provided full specifications for a variety of customer networks from SME to large, international Enterprise/Carrier solutions.

Training

- I provided training, presentations and consultancy to audiences of varying sizes and technical competency, from small meetings and web conferences up to hosted seminars.

Technologies

- Ethernet (EAD, EFM), xDSL, VPLS, IP Security, VPN, SSL, SIP/VOIP, BGP, OSPF, VRRP, VLANs (Q-in-Q), DNS, Email, Juniper, Cisco and Fortinet product ranges (routers, switches and firewalls)



Senior IP Engineer and Product Development

Spitfire Network Services Ltd

Nov 2003 - Nov 2010 (7 years 1 month)

I worked primarily within an IP product development and support role (post/pre-sales) for Spitfire. I gained experience and qualifications at Spitfire while progressing through a number of promotions within the company to my final position as a Senior IP Engineer. I handled many issues related to running an ISP/ITSP, from core network to client.



Senior IT Engineer

PC Services / DSG

Nov 1998 - Oct 2003 (5 years)

My position as a senior computer technician was a varied role. Primarily I dealt with the day to day running of a busy technical centre closely linked to one of the highest performing computer retailers in the UK.

Education



Open University

Diploma, Creative Writing

2006 - 2008



The Open University

BA Hons, English Language and Literature

2004 - 2009

Specialising in Creative Writing and Linguistics



SANS GIAC

GCIH, GIAC Certified Incident Handler

2009 - 2018

Incident Handling, Hacker Techniques and Exploits (Certification complete 93% pass)



Cisco Academy

Cisco SMB Specialist, Engineer Accreditation

2007 - 2008



Cisco Academy

CCNA, Computer Systems Networking and Telecommunications

2006 - 2007



London Internet Exchange

LAIT I & II, LINX

2005 - 2006



The Open University

Dip ELS, English Language Studies

2003 - 2005



Lisburn Institute

GNVQ adv, Information Technology

1996 - 1998

Licenses & Certifications



GCIH - GIAC Certified Incident Handler - GIAC Certifications

Issued Nov 2013 - Expires Nov 2017

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GCIH - GIAC Certified Incident Handler - GIAC Certifications

Issued Nov 2009 - Expires Nov 2013

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GIAC Advisory Board member - GIAC Certifications

Issued Nov 2013 - Expires Nov 2017

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Member of the Chartered Institute of Marketing (MCIM) - CIM | The Chartered
Institute of Marketing

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