**Sean Sadler, CISSP, CITP BCS**

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| **IT Consultant** |

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| Results-driven Technology Leader with strong commercial acumen and more than 20 years’ experience devising IT enabled strategies to drive continuous innovation and increased capability. Accomplished record in delivering digital transformation and change projects with proven ability to lead and mentor IT teams of various sizes, resulting in a high performing, customer focussed and cost-effective service driven culture.  Management: Strategic Planning ● Thought Leadership ● Change Management ● Transformation  IT Solutions: Cloud ● Digital ● Integration & Automation ● ERP  Security: ISO27001 ● GDPR ● Cyber ● Disaster Recovery |

**Professional Experience**

**MWI Animal Health Mar 2020 – present**

Leading provider of innovative animal health solutions to veterinary practices & part of AmerisourceBergen

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**IT Consultant (Contract)**

Consulted to turn around an under-performing IT Team, provide greater systems stability and devise an IT strategy to enable the business to reach its’ business goals. Managing a team of 15, achievements included:

* **Successfully restructured an underperforming IT Team**, by upskilling, devising and implementing a strategy predicated on Cloud & introduction of structured methodologies such as ITIL; enabling MWI AH to deliver enhanced profitability, including assisting in multiple customers wins
* **Oversaw working from home initiative**, for over 400 associates within 1 week, and rolling out TEAMS for effective home working and collaboration under lockdown directives
* **Shaped the IT strategy for the 3-year technology plan** incorporating leading-edge technologies to deliver solutions meeting the organisation’s long-term requirements as a digital first business.
* **Orchestrated turnaround of failing transformation project**, following robust technology delivery Governance and driving greater collaboration; enabling delivery to revised timescales & budget, ensuring quality output and benefits realisation
* **Fostered an Agile and DevOps culture** to enable delivery of an e-commerce solution for online orders, facilitating a reduction in headcount and improving the capability to process more orders
* **Directed migration to Azure Cloud of business-critical services** (circa 100 VMs and 100 TB of data, using IaaS and PaaS) to address single points of failure. Included devising strategy to ensure end to end lifecycle management of customer applications and data, whilst simultaneously reducing costs by 30%.
* **Steered the implementation of a Cloud based ERP System** to replace legacy, inefficient systems, including data cleansing and reconciliation, testing, stakeholder management and fostering cultural change to improve efficiency of organisation by approx. 15% and reduce operating costs by circa £1million
* **Built relationships and established credentials as a trusted adviser**, by scheduling regular 121's with key stakeholders, following through on promises and introducing business partnering. 21% increase in NPS
* **Architected Information Security Strategy** to provide cyber security governance and improve resilience of key systems / services, as well as attainment of ISO27001 accreditation & GDPR compliance. Reduced security incidents by 80% and achieved 24% improvement in availability

**Silver Lining Convergence Jan 2020 – To Mar 20**

Leading provider of business IT, telecommunications, data and mobile solutions.

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**Service Delivery Director / Consultant (Contract)**

Consulted to review and provide input into the company’s strategy, which included making recommendations on moving the company to the next level. Managing a team of 15, achievements included:

* **Smoothing inter-company ways of working**, leading to improved customer satisfaction scores
* **Reviewing end to end business processes** against system capability and managing supplier to provide enhanced capability, increasing automation & internal efficiencies
* **Restructuring and aligning** skills of Team to product portfolio, providing development opportunities
* **Mentoring the Ops Manager** and other members of the Team in Agile processes and software delivery

**Emapsite Jan 2020 – To Jan 20**

Leading supplier of UK mapping & data and other location content services.

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**Cloud Strategy Consultant (Contract)**

Onboarded to review existing e-commerce technology and systems. Recommended Cloud migration strategies, (including CRM) to improve resilience, provide agility and facilitate achievement of next stage of growth.

**Cornerstone Telecom Infrastructure Limited Oct 2015 – To Dec 19**

A circa £2billion company, the leading UK mobile infrastructure services company and joint venture between mobile phone operators Telefónica (trading as O2 in Britain) and Vodafone

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| **Head of IT**  Recruited to turn around an underperforming IT Team, whilst delivering an ERP system to facilitate business transformation. |

* **Member of the senior management team accountable for the activities of the IT team (35+)**, spanning Support, Infrastructure, BI Reporting, Data Management, Systems, Software Development, Information Security, Project management, Enterprise Architecture and PMO functions.

**Achievements**

* **Orchestrated turnaround of underperforming IT Team**, by restructuring, upskilling, devising and implementing a strategy predicated on Cloud & introduction of structured methodologies such as ITIL; enabling Cornerstone to deliver 4G Beacon programme for its’ shareholders and achieve 100% bonus payment
* **Shaped strategy for the 3-year technology plan** incorporating leading-edge technologies to deliver solutions meeting the organisation’s long-term requirements as a digital first business.
* **Drove Digital Transformation** **Benefits**, to address inefficient ways of working; led the subsequent implementation of e-signatures, migration to platform as a service, IoT pilot for remote site monitoring, RPA to automate manual tasks and AI to automate extraction of key information from Leases, resulting in increased efficiencies (days reduce to hours) and reduced costs (headcount savings)
* **Established and led the IT Programme of change**, following robust technology delivery Governance; Delivery of over 87% projects to time, cost and quality and following through on benefits realisation
* **Implemented Business Intelligence (BI) and Master Data Management** to provide a single source of the truth, improve data integrity, provide self-service reporting, and a reduction in 10 heads, achieving more than £500,000 savings
* **Fostered an Agile and DevOps culture** to develop Digital Applications for customers; deployed regular releases at pace to delight Shareholders, and provide Cornerstone with another revenue stream
* **Directed migration to Azure Cloud of business-critical services** (circa 100 VMs and 100 TB of data, using IaaS and PaaS) to address single points of failure. Included devising strategy to ensure end to end lifecycle management of customer applications and data, whilst simultaneously reducing costs by 30%.
* **Awarded runners up at 2018 IT Industry Awards for "Best use of Cloud Services"** for architecting the development of a customer Portal and associated back office systems (including API integrations) to support Cornerstone in fulfilling CoL Smart Cities roll out, achieving annual revenues of circa £2million
* **Led an innovation challenge and hackathon** to take forward the best ideas (in agreement with the CEO), i.e. Cornerstone University, MS TEAMS roll out, AI for vat reclamation (£440k) & digital twins for site audits, leading to improved collaboration (20% increase in NPS score), and augmenting the Business strategy
* **Steered the implementation of a Cloud based ERP System** to replace legacy, inefficient systems, including data cleansing and reconciliation, testing, stakeholder management and fostering cultural change to improve efficiency of organisation by approx. 15% and reduce operating costs by circa £1million
* **Built relationships and established credentials as a trusted adviser**, by scheduling regular 121's with key stakeholders, following through on promises and introducing business partnering. 21% increase in NPS
* **Architected Information Security Strategy** to provide cyber security governance and improve resilience of key systems / services, as well as attainment of ISO27001 accreditation & GDPR compliance. Reduced security incidents by 80% and achieved 24% improvement in availability
* **Oversaw all IT related capital expenditure**, including establishing, monitoring and controlling the ICT budget in excess of £4 million and developing business cases for key development projects.
* **Drove the effective delivery and continuous improvement of IT services** to meet, then exceed agreed KPIs and SLA’s with the business by 30% within 6 months and ultimately make the complex simple
* **Employed rigorous vendor and contract management processes**, to ensure suppliers / partners delivered services in line with SLA's and negotiated cost reductions year on year of up to 10%
* **Headed up the implementation of new technology solutions** for improved utilisation of Office space and enable more Agile way of working; included enhanced Wi-Fi, Skype Conferencing and VC, meeting room booking system, digital signage and wireless projection facilities, facilitating annual savings of over £250,000
* **Ensured the relevant interfaces & customisations of Cornerstone’ Remedy SaaS system**, to shareholders and trusted partner to facilitate successful automation of ticket flow; included both high & low level designs to negate double keying costs saving circa £2million a year

**Olive Communications Jun 2013 – Sep 2015**

Olive Communicationsis the UK's fastest growing business communications provider of innovative and unified solutions for UK businesses.

**IT Director**

Recruited to devise and implement the IT Vision, Strategy & Roadmap, to enable Olive to continue its rapid growth and enhance its competitive advantage.

* **Led and directed the ICT function (10)** comprising IT Support, Infrastructure, Systems Development, Tier 1 support for customers and Information Security, to consistently provide a first-class ICT service.
* **Winner of “Outstanding IT Initiative” GBE award 2014** for innovative technology utilisation
* **Implemented MS Dynamics CRM** aligned with business processes, to improve customer service, sales forecasting, and performance measurement in line with SLAs, leading to >50% increase in sales and greater customer retention.
* **Migrated onsite email, SharePoint and Lync to Office365**, increasing productivity, reducing downtime and generating savings of £115,000.
* **Achieved Microsoft Gold Partner status**, saving more than £75,000 in licensing and enhancing credibility
* **Integrated several acquisitions** into the systems, AD and infrastructure throughout Olive to achieve synergies and effect more than £150,000 in savings.
* **Utilised Cloud technologies to reduce capital expenditure** by £500,000 and increase business agility. This included migrating to hosted Telephony & Contact Centre, Cloud Wi-fi, and PC management.
* **Architected Security Operating Strategy** to provide security governance and oversight for the entire organisation. Worked with key stakeholders to implement a range of measures to ensure a strong cyber security position. Reduced security incidents by 80%, as well as successful attainment of ISO27001.
* Implemented MDM solutions to support the BYOD policy, resulting in £95,000 annual savings and greater employee productivity.
* **Upskilled the IT team** to include the managed service for (Mobile devices & Hosted Telephony, i.e. Mitie) customers and systems development.
* **Implemented the supporting infrastructure on MS Azure** for deployment and resilience of a Construction Safety Application enabling up to 1,000 customer connections simultaneously
* **Managed and developed the resources and infrastructure** to support emerging technologies for external as well as internal customers and help secure contracts in excess of £1 million
* **Recommended and initiated strategic partnerships** for technologies within Cloud computing, Unified Communications, and Mobile Device Management.
* **Oversaw all IT related capital expenditure**, including establishing, monitoring and controlling the ICT budget in excess of £1 million and developing business cases for key development projects.

**King’s College London Jan 2013 – Jun 2013**

King's is ranked in the top 10 UK universities in the world (QS World Rankings 2020) with a turnover of £300 million and based in the heart of London.

**Head of Infrastructure Solutions**

Recruited to develop and introduce new IT services or major change in infrastructure, working with stakeholders to shape requirements and deliver timely, appropriate solutions; designing roadmaps and setting the strategic direction and agenda for Technology.

* **Led the strategic architecture and delivery** of an integrated portfolio of enterprise-wide infrastructure solutions, which included a blend of in-house, partnered / outsourced / cloud technology solutions in support of the College’s strategic objectives.
* **Established a collaborative approach** to developing the integration of technical infrastructure services amongst academic and other college partnerships.
* **Utilised Cloud Computing to reduce capital expenditure,** create business agility and DR capability for video & media recording, and production.
* **Led a 2012 System Centre implementation** to facilitate transition from VMWare to Hyper-V, and management of circa 8,000 assets.

**Earlier Career Summary**

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| Group IT Manager  IT Infrastructure & Support Manager | Azzurri Communications, Weybridge  Azzurri Communications, Weybridge | 2010 - 2012  2004 – 2010 |
| IT Manager | Convergent Systems, Fareham | 2000 – 2003 |
| IT System Manager | Royal West Sussex Trust | 1999 – 2000 |
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**Education & Credentials**

Henley Business College – Executive Education & Management ● Foundation Certificate in Business Change

PRINCE2 & APMP Project Management ● MSP (Managing Successful Programmes)

ADPMS (Advanced Professional Diploma in Management Studies) (Level 7, MBA Equivalent)

ITIL (V2 & V3) ● CISSP (Certified Information Systems Security Professional) ISC2

HND in Electronic Engineering

**Professional Bodies Membership & Interests**

Chartered IT Professional (CITP) of the BCS Toastmaster International (Public Speaking)

Mentor at the Source Charity for Young People Seeking membership of WCIT

technology infrastructure, cyber security, backup, operating systems, cloud services, managed services, Servers, workstations (PCs, laptops, mobile devices), software applications, domains, web sites

* Cloud services (Azure).
* Microsoft Dynamics 365, MS Office 365, LMS 365, Microsoft Flows.
* Power BI, Chrome River.
* Practical working knowledge of LAN/WAN/WIFI technologies
* ICT strategy implementation
* End user learning and self-service
* CPC critical process support
* Customer relationship management
* Operational and planned service supplier relationship management
* Continuity management
* Measurement and Reporting
* Portfolio management
* Financial management for IT Services
* Knowledge management in relation to planned and operational systems and services.
* Performance management.

Stakeholder Management Business Transformation Digital Transformation Business Analysis Change Strategy Cloud Computing Agile DevOps ITIL SAFE TOGAF IOT AI Machine Learning Big Data