

Curriculum Vitae – Jeffrey Walsh.

D.O.B: 31/08/1969 Telephone: +41 (0) 798 007 712 Email: Jeff@irq.org

Personal Summary

As a recognised leader and motivator to others, I challenge people to achieve beyond their potential and exceed their goals. Utilising my skill set, I am able to build and focus globally diverse teams or individuals resulting in confident, empowered employees who contribute to the overall success of the business. With in-depth technical knowledge, business know how, global service transition management experience and exceptional people skills, I bring a rare skill of bridging the gap between the business and IT functions.

XL Services

Zurich, CH

Operations Manager, Europe & Asia Pacific

Dec 07 – Present

XL is a global insurance company. IS functions are centrally managed by XL Global Technical Services (GTS). Within Europe, the majority of support services are outsourced to 3rd parties. The primary role performed by myself is to manage the transition between service providers in addition to managing the continuous services within Europe and Asia Pacific. Duties include:

- Analysing the results of an RFP to enable selection of the outsourced support service provider.
- Creation of contracts with the new outsourced service provider, ensuring KPIs and key metrics are included within all SLAs.
- Transition of services from the current incumbent to new service provider with no business impact.
- Full management of the new service provider, including offshore resources.
- Management of the other existing 3rd party service providers, ensuring KPIs and SLAs are controlled.
- Development and management of a \$10+ million operations budget.
- Manage vendors providing various services to the Operations Department. This includes relationship management, SLA management and full vendor financial/budget management.
- Participates in and contributes to GTS wide strategy, architectural, design and planning activities.
- Partner with the GTS Disaster Recovery Manager to manage and coordinate the operational activity relating to periodic DR tests, ensuring effective and successful execution of tests.
- Partner and coordinate with the regional Service Managers to maintain and enhance successful relationships with regional business offices and business managers to ensure highly effective and efficient service with high levels of customer satisfaction.
- Partners and coordinates with the regional Program Managers to provide the required operational resources and activities necessary to ensure successful project delivery.
- Ensures that all activities and procedures required to comply with company-wide and GTS specific security policies and standards are executed as required.
- Coordinates with internal and external auditors, and supports the successful execution of audits of the operations functions as required (Sarbanes Oxley, FIC).

EON IS UK Limited

Nottingham, UK

Operations Bridge Manager

May 06 – Dec 07

EON IS UK Limited is the centralised operations and support functions providing 24 hour services to 16,000 employees within the UK. This was formed after EON purchased multiple power companies across the UK and consolidated the support environments (in-sourced). My duties within EON IS UK are as follows:

- Overall responsibility and leadership for the EON IS UK IT Operations Bridge ensuring effective real-time monitoring and management of all critical IT systems.
- Ensure that systems are operated and managed in accordance with business requirements and that service targets are achieved.
- Responsible for co-ordinating all major incident responses.
- Leading, managing and co-ordinating a multi-disciplined technical response capability on a 24x7 basis, working closely with the IT Service Desk in isolating, diagnosing and restoring service for most IT service and infrastructure interruptions.
- Responsible for the direct management of all staff who are on shift inside the operations bridge and some specialist delivery staff.
- Ensure planning and preparation is proactively undertaken to guarantee customer service fulfilment for current and future additional requirements.
- Help to define requirements for operational monitoring and use of service management tools.
- Ensure that security monitoring and incident response is built into the Operations Bridge and all major security incidents are managed effectively.
- Management responsibility for all UK data centres.
- Negotiation as part of the senior management for single employee contract consolidations.

Whilst working with EON IS UK, I was also tasked with building a team to manage all requirements for the provision of in-sourced services. Working with external consultants, I created and implemented a process to provide accountability for all internal services provided, ensuring any future business requests were managed, costed and accepted by the EON businesses. This involved working directly with all technical teams within multiple EON businesses outside of the IS division to ensure that the technical requirements were transcribed into achievable business solutions and were then presented back to the business function for acceptance or modification (based on costs or revised technical requirements). This was an integral part of the EON UK IS business to ensure both provision of correct services and total cost accountability for all services provisioned in house within EON IS UK. This is a consulting skill that has been used in many different functions, specifically proposal creation and customer management.

UPC ECC Services b.v.
Vice President, Operations Support
UPC Netherlands b.v.

Amsterdam, NL
Jan 04 – Sep 05
Amsterdam, NL
Jul 01 – Jan 04

Manager, National Operations (Contracted via Thrupoint)

UPC is a major cable service provider providing telephony, Internet and television services across 11 countries. My duties within UPC were as follows:

- Fully responsible for Operations within the Netherlands.
- Management of a 24/7 NOC providing 1st & 2nd line support services within NL.
- Formulated the creation of shared services from 11 countries (consolidation).
- Transition of localised operations services into a shared/consolidated operation.
- Migration and management of budgets for cross charging new shared services.
- Managed budgets ranging between €5 - €30 million.
- Established a full management structure to manage 80+ staff.
- Negotiation and establishment of SLAs whilst being directly responsible for vendor management.
- Management of centralised data centres after consolidation of Operations (prior to this, directly responsible for 274 technical locations within the Netherlands).
- Management of the Change/Configuration Management processes and teams.
- Management of localised Ad-insertion (advertisements in analogue TV channels).
- Managed (with HR) the transition of staff onto new contracts (TUPE equivalent).
- Transitioned staff onto new centralised Personal Development Plans.
- Sponsor and driver of multiple work-streams from service improvement to new product launch.

Thrupoint Ltd.
Senior Consultant/Internetworking Project Director

UK & Europe
Jun 2000 – Jan 04

Thrupoint is a strategic technology consulting organisation that provides skills and services specifically targeted to the environments in which they are to be implemented. Within Thrupoint, my roles included:

- Assisted with the establishment of a Project Office for UPC Netherlands (a €13M engagement).
- Directly project managed OSS Tooling and Security teams on UPC engagement.
- Managed a complete rollout of a large network management infrastructure.
- Led a technical proof of concept project for a television production company.
- Created, executed and managed complete test plans for a large infrastructure project.
- Provided pre-sales and post-sales support including creation/review of proposals.
- Implemented many technical solutions from Internet Management systems through to RSA Soft Token solutions.
- Provided technical training to customers relating directly to their infrastructure.
- Led a customer RFP process to supply outsourced networking services.

ECsoft UK Ltd.
European Infrastructure Manager/CIO/Consultant

UK (various)
Jun 97 – Jun 2000

ECsoft provided IT services from Outsourcing through to consultancy. Duties here were:

- Managing customer relationships for outsourced clients.
- Management of Service Account Managers for outsourced clients.
- Directly responsible for 45 staff providing outsourced services.
- Directly responsible for internal IT support services across 6 European locations.
- Maintained budgetary control over outsourced and internal support.
- Responsible for driving the creation of a 5 year IT strategy.
- In conjunction with HR, contractual negotiations for outsourced staff hires (TUPE).
- Active team member to establish Networking Practice Group.
- Sponsor of a desktop service management programme for outsourced customers.
- Managed £5m IT budget.

Software AG UK Ltd.

Derby, UK

Network Manager/Systems Programmer/Operations Supervisor Aug 89 – Jun 97

- Daily management of UK internal IT departments (Operations, Help Desk, Networking, PC support)
- Established an internal technical Help Desk to ISO9001 standards.
- Provided technical consultancy services to customers.
- Technically managed UK mainframes, including centralisation back to Germany.
- Worked as part of European Networking Team to consolidate 350+ offices centrally.

C.T.Bowring

London, UK

Production Controller/Computer Operator

Oct 86 – Aug 89

- Managed a shift within an operations data centre, providing 24/7 operations services and support. This included staff management, appraisals and technical support.