

Andrew J Smith MCMi

Experienced Senior Network Operations, Delivery & Support Manager

Network Engineering – IT Service Delivery - 24x7x365 Managed Services - IT Service Management

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PROFESSIONAL OVERVIEW:

Versatile, results driven service and support IT professional with 25+ years of comprehensive experience developing exceptional relationships with clients, peers, and senior leadership to provide superior managed cloud, network, security and infrastructure/platform services to SME and Enterprise class, private and public sectors, including critical national infrastructure, law enforcement, fire & rescue and healthcare (non-emergency and emergency 'threat to life' services).

A superb strategic leader specialising in the delivery of cross-department service support systems and procedures delivering outstanding services to our customer base. A compelling pro-active leader, empowering teams to take ownership, providing coaching, training and mentoring to build cohesive teams, working together to deliver key strategic business needs.

Cultivates strong, long lasting relationships with peers and interfaces within the business, and across partners and clients to ensure relationship longevity, reducing churn and business costs associated with losing customers to competitors.

CORE COMPETENCIES:

▪ Creating Operational Strategies	▪ Inspiring Leadership and Responsibility	▪ Building Strong Relationships	▪ Driving Continuous Improvement
▪ Implementing Change	▪ Critical Thinking Skills	▪ An Experienced Influencer	▪ Network & Security Support
▪ A considered negotiator	▪ Resilient and Adaptable	▪ Proven People Skills	▪ Effective Conflict Management
▪ Help Desk / Service Desk / 1 st Line Support	▪ 24x7x365 Managed Services	▪ Implementing Technology Solutions	▪ Intermediate Project Management/Delivery Skills
▪ NOC/SOC Services (SIEM/Cyber Security)	▪ Risk management & Compliance	▪ Commercially experienced (Pre-Sales/Product)	▪ Delivering Secure Operations (including 'UK Sensitive' level)
▪ New Product Design	▪ IT Service Management	▪ Microsoft Support	▪ Service Delivery
▪ Stakeholder Management	▪ ITIL Framework	▪ MS 365 Productivity Suite	▪ Automation / DevOps

EXPERIENCE:

Service Management

- Implemented and improved service delivery structures and standards reducing fault incidence by up to 40% year on year, and up to 20% efficiencies across departmental delivery processes via DevOps/automation
- Productised an industry leading 15-minute First Response SLA as a managed service provider reducing service outage resolution times by 30%.
- Created and delivered solutions where services exceeded customer specifications, delivering up to 70% SLA improvements. Improved operational effectiveness and customer service through development & training reducing churn by 25%
- Delivering ongoing improvements program, to ensure tools, processes and services meet customer demands, such as evolving the single site NOC (Network Operations Centre) into a multi-site, geographically diverse SOC (Security Operations Centre), implementing AI based tools and middleware, to utilise data to automate workflows and improve service levels.
- Transitioned from a 24x7x365 office-based NOC to a home-based service spanning 1st, 2nd and 3rd line delivery and support functions with zero impact to service delivery (in response to the CoVid-19 pandemic).
- Input in to integrated business plans to ensure the company met its strategic business objectives and growth targets of 10% year on year for the managed services business vertical.
- Negotiated and developed Partner/Channel relationships from inception to in-life to ensure the relationships flourished and grew stronger year on year.

Operations Management

- Delivered IT infrastructure to support critical day-to-day network operations across multiple sites and customers driving efficiencies and cost savings up to 32%.
- Continually monitored productivity and achievements against pre-defined objectives to ensure consistent performance, effective network operations and overall IT service management and on average 99.5% SLA targets met across the service management process stack.
- Specified IT infrastructure requirements and managed multiple complex projects, including internal process improvement and execution with 115% success rate of projects delivered on-time and to budget

- Managed budgets, procurement/asset management, and high-level negotiations with external suppliers/partners
- Delivered management frameworks across multiple business areas (ITIL, ISO9001, ISO14001, ISO17799, ISO27001, ISO20001:1, ISO22301, Cyber Essentials Plus, PASF) unlocking access to more than £0.5b of potential Crown Commercial Services framework, business opportunities

CAREER SUMMARY:

Aug 2023 to Present NETWORK OPERATIONS CENTRE (NOC) MANAGER: [NG Bailey Ltd](#)

- Delivering Managed Services for customers out of our 24x7 Operations Centres including service desk, network support (LAN/WAN/Wireless), security (centralised/perimeter), for public and private SME financial and NHS.
- Strategic planning and development of operational systems and processes to improve the quality, efficiency and consistency of managed service solutions delivered via the Ops Centre, including delivering a new Monitoring and Management Platform
- Management of engineering resources across daily operations and projects, ensuring services are delivered on time
- Responsible for client relationships in the delivery of operations and projects, implementing new or upgrading existing services, defining the service management standards, service performance and reporting and service improvement initiatives.
- Responsible for introducing new vendors and associated 'partners' for direct, channel and framework (Fortinet, Juniper, Virtual 1), engaging with key business stakeholders to streamline partner/vendor engagement.
- Solid technical experience used to provide pre-sales support to sales and pre-sales teams, for network and security opportunities to ensure strategic alignment with product and support.
- Brought in to redefine the Managed Services portfolio, including introducing new technologies, the full end to end lifecycle and service wrap, plus creating a new pricing tool to improve the capability and responsiveness of the pre-sales and sales engagement teams

Mar 2023 to Jun 2024 NETWORK DELIVERY ENGINEERING TEAM MANAGER (3rd LINE & FIELD SERVICES): [Redcentric Plc](#)

- Delivering the design, planning and implementation of Redcentric portfolio of services, ensuring best practices are adhered to, design and service implementation follow continual improvement methodologies, services are effectively transitioned into in-life support, whilst ensuring the business remains effective and efficient in its service delivery function.
- Management of engineering resources across daily operations and projects, ensuring products and services are delivered on time and to budget via my EMEA and APAC based Engineering teams.
- Managing and maintaining key supplier/partner relationships in the delivery of day-to-day operations and projects delivering new or upgrading existing services and ensuring key stakeholders across other business areas are aligned.
- Solid technical experience used to provide pre- and post-sales support to our commercial and project office teams for new and existing business opportunities to ensure strategic alignment with our service catalogue and service management standards.
- Playing a key role in the productisation of our Fortinet SD-WAN product offering, recruiting, and developing the 3rd line Technical Design Authority role, to rationalise our present standards of delivery, leverage DevOps, automation and provisioning tools, amalgamating, and embedding those standards across the delivery engineering function (Build/2nd Line/3rd Line tiers). This also included products incorporating FortiClient EMS, LAN (FortiSwitch) and Wireless (FortiAp) deployments.
- Part of the project team that migrated a primary datacentre (25,000 sq. ft, 450 Racks) and all business and customer equipment to a new datacentre (private hosting suites/shared hosting/colocation/managed services/shared compute environments) plus associated network connectivity, to tight delivery timescales (approx. 23 weeks for physical moves).

Oct 2021 to Mar 2023 OPERATIONS MANAGER: [Arrow Business Communications Ltd](#) (rebranded to ARO 11/2023)

- Delivering Managed Services for customers out of our 24x7 Operations Centres including service desk, network support (LAN/WAN/Wireless), security (traditional perimeter and cloud based), and SD-WAN for public and private SME and blue light services for NHS.
- Providing resilient, highly available SD-WAN for UK NHS Ambulance Services protecting voice and ambulance dispatch network services allowing each trust to deliver to NHS contractual SLA's, KPI's and AQI's (Ambulance Quality Indicators).
- Strategic planning and development of operational systems and processes to improve the quality, efficiency and consistency of managed service solutions delivered via the Operations Centre
- Management of engineering resources across daily operations and projects, ensuring services are delivered on time
- Responsible for key client relationships in the delivery of operations and projects, implementing new or upgrading existing services, defining the service management standards, service performance and reporting and service improvement initiatives.
- Responsible for establishing/maintaining key vendors and associated 'partner' status for direct, channel and framework (Fortinet, Huawei, Juniper, Extreme), engaging with key business stakeholders to streamline partner/vendor engagement.
- Solid technical experience used to provide pre-sales support to sales and pre-sales teams, for network and security opportunities for new and existing business to ensure strategic alignment with product and support.

May 2021 to Oct 2021 NETWORK OPERATIONS MANAGER: [Redcentric Plc](#)

- Delivering network support for Redcentric's 100Gb UK core backbone network allowing geographic delivery of the businesses overlaid service offerings (Connectivity, Cloud, Communication, Cyber Security, Professional Services).
- Leading the core network team to plan, deliver, operate, and support the growing network infrastructure, within company and customer (contractual) SLA's, supporting customer growth and the businesses expanding service catalogue.
- Contact and escalation point for management and technical escalation and working with stakeholders (internal departments,

suppliers, and partner vendors)

Jan 2021 to Apr 2021 HEAD OF OPERATIONS: [Evolve ODM Ltd](#)

- Brand new role created to assume responsibility for the operations team including their 24/7/365 Helpdesk from the Directorate allowing them to focus on growing the business
- Implemented process and procedural changes within the 24/7/365 Help Desk resolving tickets 20% faster
- Introduced a performance reporting overlay on their existing IT Service Management tool to get visibility of team and individual performance statistics, highlighting the ‘mandraulic’ tasks, saving up to 30% resource.
- Introduced a formal staff review process which included an annual salary review, and monthly 121’s including a reporting feature across the operations team.
- The role was withdrawn due to pandemic challenges.

Oct 2015 to Jan 2021 SECURE OPERATIONS CENTRES MANAGER: [Intercity Technology Ltd](#)

- Inspirational Leader piloting seven operational support teams across two network operations centres to deliver network and security services to SME’s, enterprise, retail and public sector customers such as Police, NHS and government agencies.
- The teams remit included the full end to end lifecycle of all managed network, security, hosted and unified comms customers including business continuity planning in-life service improvements.
- Redelivered full change management process across the business to deliver coherent and effective change across our own business, and that of our managed customers. Process also rolled out to Communications and Cloud & Security divisions, reducing unauthorised changes by 100% and change related incidents by up to 70%.
- Excellent technical experience used to provide pre-sales support to sales and pre-sales teams, for network and security opportunities for new and existing business to ensure strategic alignment with product and support, including redesign of our NHS Telemedicine video-based service, and design and delivery of our brand new ‘IT Support as a Service’, which is our most successful service to date.
- Created strategic insight to input into the main integrated business plan for 3-year business plan.
- Responsible for ongoing operational improvements which includes an industry leading 15-minute first response SLA, which will also be tuned into a 7-minute SLA in Q1-2021, plus intelligence-led service delivery, and end customer portal.
- Created/delivered a faultless BCP plan with COO as part of CoViD-19 lockdown restrictions migrating all operational staff to work from home (zero impact to service operation). Full 24x7x365 remote managed services being delivered by staff at home.
- Delivered full range of Managed Services for customers out of businesses two geographically disperse 24x7x365 Secure Operations Centres including end-user service desk, network support (LAN/WAN/Wireless) and security (traditional perimeter and cloud based (SECaaS/SIEM/Cyber Security), for public and private SME and Enterprise customers and blue light services for NHS and Police Forces.
- Working closely with Bid Manager and Head of Governance and Assurance for registration onto Crown Commercial Service Public sector frameworks such as RM3804, RM3733, RM1557 and RM1043 (more than £0.5b opportunities)

Jan 2013 to Oct 2015 IT OPERATIONS TEAM LEADER: [Merseytravel](#)

- Experienced leader guiding the technical teams to deliver a highly effective operational lifecycle of Corporate and Supported Public transport Services.
- Authored and implemented several of the businesses formal processes such as - Physical and Logical Security Policies, Third-Party Vendor ‘Remote Access Policy’, a management and maintenance programme including hardware upgrades, OS and Software installation, a service transition process from project into operations, and a business continuity process embedded across the IT business function.
- Work closely with IT Service Desk and Technical Services to streamline 1st, 2nd and 3rd line fault management, escalation, and resolution.

Early Career includes - Lead Consultant/Owner of an IT consultancy services business (2010 - 2013), NOC Manager @ [Zen Internet](#) (2008 – 2010), Internet Operations Team Leader @ [Virgin Media](#) (2001 – 2008) and Mainframe/Unix SysAdmin @ [The Cooperative Bank](#) (1996 – 2001).

VENDORS/TECHNOLOGIES:

▪ Check Point Software Technologies	▪ Juniper Networks: Security & Networks	▪ Fortinet: Security, Network & SD-WAN	▪ Cisco: Network & Security	▪ Aruba Networks: Wireless & Network	▪ Meraki: SD-WAN, WiFi, Network & Security	▪ Extreme Networks: Network & Wireless
▪ Paessler PRTG: Monitoring & Alerting	▪ Microsoft: Application, Cloud & Server	▪ Nagios: Core Monitoring & Alerting	▪ Huawei Enterprise: Network & Security	▪ Safety Culture: Workplace Operations	▪ Datacentre: Hosting, Collocation and DR	▪ Cloud: PaaS ▪ Cloud: IaaS ▪ Cloud: SaaS ▪ Cloud SECaaS
▪ AutoTask: ITSM Tool	▪ House on the Hill: ITSM Tool	▪ Oracle: Talari SD-WAN	▪ Logic Monitor: Networks	▪ ServiceNow ITSM Tool	▪ ZenDesk ITSM Tool	▪ Micro Focus: SMAX ITSM Tool

EDUCATION, PROFESSIONAL TRAINING & QUALIFICATIONS:

- BTEC ND Dip HS / 6 GCSEs including English and Maths
- CMI Level 5 Management & Leadership Diploma

- ITIL V3 Foundation (2014)
- Sun Solaris 8 & 10 Systems Administrator
- Veritas Cluster Server (VCS) Administrator
- NNAS NHS Trust Community First Responder (CFR)
- Fortinet FCF (Fortinet Certified Essentials)
- IBM AIX Systems Administrator I & II
- IBM AIX Full Cluster Administrator
- Emergency First Aid at Work

PERSONAL:

- Full Clean Driving License (Car & Motorcycle)
- UK NPPV3 Cleared (Non-Police Personnel Vetting Level 3)
- Walking/hiking/camping with family/friends/dogs
- Collecting and restoring classic Apple Computers
- References available on request
- UK SC (Security Cleared)
- 4th Dan Taekwondo Black Belt/Teaching Self-defence
- CaniCross (running with my dogs)

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