ROB THATCHER // 07720 717121 // rob@robthatcher.net

Residence: London; **Nationality**: British ; **Availability**: Immediate

Summary

I'm a highly experienced manager, team lead and project manager from an IT architecture, systems and networks background. I'm focussed on building teams, and I mentor and coach as a standard practice to help people build confidence, knowledge and capability.

Key skills

- Consulting, coaching and mentoring
- Strategy and digital transformation
- Team management and leadership
- DevOps, Agile & Kanban
- Project and change Management

- Infrastructure, networks and software
- Vendor relationship management and budget planning
- Business process improvement

Employment History

Director, Principal Consultant, Skelton Thatcher Consulting, December 2013 – November 2018

Roles: Founder // Management Consultant // Mentor // Technical Strategy Advisor // Operations Specialist

I founded Skelton Thatcher consulting with a focus on helping customers deliver more effective software and systems. In supporting this I wrote blog articles, spoke at both public and private events, ran public workshops and co-authored a book on software operability.

I acted as coach and mentor to both internal members of the team and to customer teams. Led team strategy and review days and facilitated discussions and delivered workshops on the direction of future business and projects.

As well as running the business I worked as principal consultant with external clients in a number for ways:

- Over the course of two years mentored IT staff on DevOps approaches including logging, software deployment practices, infrastructure as code, information radiators and dashboard design
- Worked with a financial reporting organisation whose platform was in AWS, helping them visually model their architecture and identify viable layers in the platform for AWS elastic scaling
- Worked with IT operations teams helping them to adopt an infrastructure as code approach, meaning they could reliably recreate platform components using terraform code from a versioned git repository
- Developed a model for tiered data storage which allowed a greater degree of cost control
- Ran workshops on team topology and introduced the Site Reliability Engineer as gatekeepers to production

Principal Consultant, Infinity Works Ltd, January 2018 – July 2018

Roles: Agile Service Delivery Manager // Account Manager // Internal Conference Organiser

Agile service delivery manager for a DevOps infrastructure team bringing a bank cloud platform (on AWS) to readiness for production; I ran whiteboard sessions on Kanban and architecture, mentored junior technical staff, facilitated scrums and focussed on improving workflow between customer and team. I led on improving quality of client stories significantly shortening backlog reviews and provided sprint summary reports. Tooling on this project included Jira, Confluence and Terraform.

As account manager, I introduced a cross-account framework for ensuring customers were treated consistently with checks and project health assessments, using a Communities of Practice approach.

As conference organiser, I mentored and coached some of the consultants who were giving their first talks, provided editorial guidance, looked after arranging the event space, publicity, bookings and communications.

Freelance Consultant, January 2013 – December 2013
Roles: IT Coach // Senior Systems Manager // Network Engineer

Worked with clients in the financial services, education, and business services sectors delivering:

- Integration of Agile and ITIL processes between software development and IT support
- Introduction of aggregated logging and ELK stack to software development team
- Manage EU wide CRM platform based in private and public cloud (AWS, Rackspace, Telemaxx)
- Design, build & deploy of AWS Direct connect service on Cisco routers and switches with BGP & IP

IT Director / CTO, Schneider Trading Associates, April 2011 – December 2012

Led a technology group of 26 staff acting as mentor and coach for all teams, providing one-to-one support for team leads and senior staff, performance and pay review. Led IT programme delivering market access (CME, ICE, Eurex, LIFFE, MX) via electronic trading platforms and ran internal electronic trading platform development programme. Other Key responsibilities included :

- Reported to board and shareholders on quarterly roadmap and reports, and monthly financial review
- Manage annual IT budget between £4-6 million
- Ensure technology compliance with internal governance and external regulatory requirements
- Led on process and workflow improvement through analysis of manual tasks and automation driving development of windows-based workflow notification tools.

Head of Information Technology and Service Delivery, Schneider Trading Associates, January 2008 – April 2011

Overall lead for operational technology group with a team of 15 staff providing network, application, infrastructure, and front-line support. Management of people including one-to-one sessions, mentoring, coaching, performance and pay review. I owned the technical roadmap for both these teams and the software development team. Established peer review of changes, collaborative change management and developer on-call support, increasing engagement between development and other technology teams by adopting a DevOps approach.

Head of IT Infrastructure, Schneider Trading Associates, February 2005 – January 2008

Led a team of five technical staff providing one-to-one time, performance reviews, mentoring and coaching. Developed a programme of training to prepare support desk team members for second line roles. Providing 3rd line support for Linux (CentOS, RedHat, SuSE) and Cisco networks.

Training

AWS Certificates - Cloud Practitioner Essentials; TCO and Cloud Economics, Business Professional Infrastructure Automation with Terraform
ABS Networks Cisco Internetworking - Cisco IOS/CatOS; HSRP; Ether channel; Multicast; VTP, STP, PIX
Solaris for Administrators - UNIX/Solaris system utilities; C Shell programming; System scripting; Performance and Utilisation Systems Monitoring.

Education

Coventry University: Computer Science & Business Information Technology
Borden Grammar School, Sittingbourne, Kent: A-Levels (Computer Science, Physics), AS-Level (Maths), Eight GCSEs (Including English and Maths).