

DAN KENNEDY

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PROFILE

I am a technically-minded IT leader with a focus on service transformation & cyber-security. I possess extensive experience of a wide variety of IT areas including project & portfolio management, green-field & brown-field IT infrastructure design, implementation & management, IT transformation and building high-performance, fluid teams, along with a vast breadth of technical experience. Using my expertise in the above areas, I have enabled businesses I support to provide excellent customer service while ensuring that end users are kept productive & secure, networks & infrastructure performant, and stakeholders engaged.

PROFESSIONAL EXPERIENCE

IT & InfoSec Manager, Creditspring - March 2025 -

- Implemented multiple cyber security improvements covering both human and technological risk factors;
 - Implementation of a new cloud-based SIEM
 - Implementation of new cloud-based SWG, CASB & DLP functionality, with advanced reporting and alerting capabilities
 - Implementation of new Mac & Windows MDM tooling
 - Improved email security & implemented new systems for email hygiene
 - Improved cyber-security awareness training
 - Implementation of IAM/IGA tooling
 - Implementation of new internal & external network infrastructure, leveraging Cisco Meraki & Fortinet
 - Tightened up and created (where necessary) InfoSec & other policies
- Improved time-to-resolution by bringing support in-house, with a 100% 5* rating across all tickets to date
- Created and maintained the IT risk register for the organisation
- Acted as cyber security SME, including reviews of vendor contracts & due-diligence responses
- Delivered reductions in costs by renegotiating existing supplier relationships and introducing new, more cost-effective ones where required
- Delivered IT & cyber initiatives on-time & within budget, improving usability & functionality for end-users
- Worked with a local MSP to cover gaps in support while the internal IT team was being stood up
- Oversaw the IT & infrastructure portion of a company office relocation project

Head of IT, Kriya - November 2019 - December 2024

- Overhauled aged IT infrastructure, leveraging cloud-first architecture to improve scalability & availability
- Rolled out upgrades to all end-user devices, including a Windows 11 roll-out & implementation of cloud-first MDM for both Mac & Windows devices
- Designed & implemented a cyber-security roadmap, including improvements to both human and technological risk factors (inc. identity, endpoint & network security)

- Transitioned the company's systems to the cloud, including migration & standardisation of identity via SSO & automated SCIM provisioning
- Removed reliance on outsourced support & reorganised the internal IT function, including performance management of under-performing staff & provision of 1st to 3rd line support as required
- Rolled out new network infrastructure, leveraging Cisco Meraki & HPE/Aruba technologies, leading to increased network speeds & stability
- Delivered multiple major IT initiatives on time & within budget, all leading to improved end-user outcomes
- Ensured IT decisions were based on real data, using both analytics tools & user feedback to shape and improve services and systems
- Introduced strategic direction to IT decision-making, including the development and execution of IT/Cyber-security roadmaps
- Led the company's response to IT Due Diligence & security/compliance audits (inc. NCSC CyberEssentials & work towards ISO 27001:2022 certification)
- Ensured learning & development was at the core of IT service delivery, both for the team itself & the wider user base
- Reviewed existing supplier relationships & introduced new ones where better value to the business could be achieved
- Updated & improved key policies (Business Continuity Plan, Security Incident Response Plan etc.)
- Reduced 'time-to-fix' for common IT requests by leveraging automation & scripting, improving user satisfaction

Group Head of IT (formerly UK IT Manager), AKA - May 2011 - November 2019

- Developed and led the implementation of group-wide IT strategy
- Architected, implemented & managed on-premises and cloud-based IT infrastructure for newly-acquired businesses in line with group IT standards, ensuring a consistently high level of service across the group, along with reduced IT management overhead
- Transformed IT service delivery while delivering savings against budget, including management of a highly-skilled team of IT professionals providing follow-the-sun support to seven offices globally (across EU, US & APAC)
- Provided 'fourth-line' support and escalation management for critical issues, including those with networks, security or Active Directory
- Responsible for management of all aspects of IT within the AKA group, including procurement, portfolio management, systems & budget management
- Acted as the group's internal security auditor, carrying out checks on business units operating within restricted industries to ensure compliance
- Proposed, implemented and oversaw the management of a number of new group-wide IT systems, including cloud-synchronised identity, endpoint management & security systems
- Directed the global transition from a number of individual Active Directory domains and email platforms to a central Microsoft 365 tenant and single Active Directory domain
- Devised, implemented & tested a full Business Continuity & Disaster Recovery plan for the group
- Responsible for (re)certification of business units to NCSC CyberEssentials & industry-specific compliance frameworks (TPN, CDSA etc.)

Early career:

- Network Administrator, London Transport Museum (London) - 2010-2011
- System Support Analyst, EQ Systems (London) - 2009-2010
- IT Technician, Granville Community School (Swadlincote, Derbyshire) - 2006-2007

SKILLS

- Team management, development & mentoring
- 'Green-field' & 'brown-field' IT infrastructure development, design & implementation
- Project and programme management
- Cyber-security risk management
- End-user support, from first line up to SME-level '4th line' support
- Network design, implementation & management
- IT modernisation & transformation within regulated/restricted industries
- IT service delivery, including adherence to & management of SLAs
- Technically gifted with specialist knowledge in virtualisation, cloud platforms, EUC modernisation & system design and implementation (very abridged list of technologies worked with on next page)

EDUCATION

Professional Certifications

- PRINCE2 Practitioner
- VMware VCA-DCV, VCA-WM & VCA-Cloud

The University of Hull (Kingston-upon-Hull, Yorkshire)

- Computer Science (CertHE - left to pursue FT employment within a technical field)
- Computer Science student representative
- Systems Administrator & maintainer of the FreeSide project, a free student-run UNIX & open-source computing resource for students at the University of Hull

Stapenhill Post-Sixteen Centre (Burton-upon-Trent, Staffordshire)

- A-level English Literature, AVCE ICT, AS-level Media Studies and AS-level Government & Politics
- Responsible for the development and maintenance of the centre's website
- Acted as System Administrator while centre management recruited a permanent replacement

Robert Sutton R.C. High School (Burton-upon-Trent, Staffordshire)

- 11 GCSEs, 8 A-C including Mathematics, English & IT

TECHNOLOGY EXPOSURE

- **Networking:** Aruba, Meraki, HPE (Procurve & H3C), Cisco, Sonicwall, Juniper, Watchguard, Fortinet & pfSense/opnSense
- **Servers & storage:** Dell (PowerVault, PowerEdge & EqualLogic), HPE (ProLiant), Nimble
- **Server Operating Systems:** Windows Server (2003+), GNU/Linux (various distributions)
- **EUC:** Windows, MacOS & GNU/Linux
- **EUC management:** Intune, Autopilot, Jamf, Mosyle, Atera, SCCM, WSUS, various other MDM
- **CRM/ERP platforms:** Salesforce, Hubspot, Concept, Dixa
- **SIEM/monitoring:** Splunk, Elastic, LibreNMS, rancid/oxidized, Microsoft Sentinel
- **Identity & governance:** Azure AD/Entra ID, Okta, Google Identity Platform, Active Directory, AccessOwl
- **Infrastructure:** VMware, Xen/xcp-ng, Hyper-V, SQL server management & load-balancing (MS & MariaDB), Azure, AWS, automation (Powershell etc.), IaaS

- **Security:** Mimecast, Sophos (inc. Central & InterceptX), Netskope, Microsoft Defender for Identity / Defender ATP, SentinelOne, OpenVAS/Greenbone Security Advisor, Cato Networks, VPN management & configuration
- **Collaboration & messaging:** Microsoft365, Atlassian stack (Jira, Confluence & JSM), Slack, Zoom, SharePoint, Google Workspace, Basecamp, Notion
- **Telephony & VoIP:** Mitel, ShoreTel, Avaya, 8x8, Vonage, AirCall, Poly

REFERENCES

Available on request