

DAN KENNEDY

T: +44 (0)7743 321 203

E: iam@dankennedy.dk

W: <https://dankennedy.dk>

PROFILE

IT leader with a focus on cyber-security & service transformation. Extensive experience of a wide variety of IT areas including project & portfolio management, IT transformation and building high-performance, fluid teams. 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

Head of IT, Kriya (London) - 2019-

- Overhauled aged IT infrastructure to improve system performance & reliability.
- Transitioned the company's systems to the cloud, including migration of identity and endpoint management infrastructure.
- Reorganised and developed the internal IT function & removed reliance on outsourced support companies, including performance management of under-performing staff.
- Worked closely with key stakeholders to drive adoption and development of Hubspot CRM & telephony integration (via Aircall).
- 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. CyberEssentials & work towards ISO27001 & SOC2).
- Vastly improved the company's cyber-security posture, introducing new systems and processes to cover both technological and human risk factors.
- 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.)
- Developed and maintained new automations and tooling to reduce end-user wait times for common requests.

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

- Developed and led the implementation of a group-wide IT strategy.
- Transformed IT service delivery while delivering cost savings against budget, including management of a highly-skilled team of IT professionals providing support to seven offices globally with follow-the-sun support included.
- Responsible for management of all aspects of IT within the AKA group, including procurement, portfolio management, systems & budget management.
- Worked with the group leadership to prepare for and make required changes to policies & procedures in order to be compliant with GDPR.
- 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 endpoint management & security systems.

- Managed global transition from a number of individual domains and email platforms to a central Microsoft365 tenant and single AD domain.
- Created workflows and led efforts to integrate & standardise IT systems and services in acquired companies.
- Worked with senior leadership to devise, implement & test a full Business Continuity & Disaster Recovery plan for the group.
- Responsible for (re)certification of business units to CyberEssentials & industry-specific compliance frameworks (TPN, CDSA etc.)

Network Administrator, London Transport Museum (London) - 2010-2011 (contract)

- Responsible for managing systems infrastructure museum-wide.
- Implemented & maintained a new SCCM & WSUS system.
- Implemented a new disaster recovery system using VMware SRM.
- Sourced, installed and maintained a helpdesk ticketing system.
- Overhauled & updated IT documentation, both internal and user-facing.
- Maintained the museum's virtualisation infrastructure, including storage area network (SAN) maintenance.
- Increased the visibility of the Helpdesk by holding monthly IT support surgeries.

Early career:

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

SKILLS

- Team management, development & guidance
- Project and programme management
- Cyber-security risk management
- 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 (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 (single), 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, HPE (Procurve & H3C), Cisco, Meraki, Sonicwall, Juniper, Fortinet & pfSense
- **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:** SCCM, WSUS, Intune, Autopilot, Jamf, Mosyle, Atera, various MDM
- **CRM/ERP platforms:** Salesforce, Hubspot, Concept
- **SIEM/monitoring:** Splunk, Elastic, LibreNMS, rancid/oxidized
- **Infrastructure:** VMware, Hyper-V, SQL server management & load-balancing (MS & MariaDB), Azure, AWS, automation (Powershell etc.), IaaS
- **Security:** Mimecast, Sophos (inc. Central & InterceptX), Microsoft Defender for Identity / Defender ATP, OpenVAS/Greenbone Security Advisor, VPN management & configuration
- **Collaboration & messaging:** Office365, Exchange, Slack, Zoom, SharePoint, Google Workspace
- **Telephony & VoIP:** Mitel, ShoreTel, Avaya, 8x8, Vonage, AirCall

REFERENCES

Available on request.