

CAMERON PATTERSON

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An experienced and capable dynamic IT technical leader adapting quickly to deliver innovative, secure infrastructure solutions in both private and public cloud. I bring wide-ranging experience particularly in the regulated finance sector, delivering successful collaborative strategic change, operational efficiency improvement and consistent attention to detail. I have an extensive and deep technical background and use that experience to get the best out of people, suppliers and technology. I lead my teams to rapidly research and analyse positions to set out clear engineering and business roadmaps for clients and pragmatically act on them. My unique blend of demonstrable skills, background and ownership positions me as a prime candidate to lead in your key forward challenges.

EDUCATION, SKILLS & CERTIFICATIONS

- **Cisco CCIE:** Cisco Certified Internetworking Engineer #5634, Enterprise, Full Lab – plus additional active certifications held in areas of security, wireless, design and AV convergence.
- **ISC²** – CC, CISSP, **ISACA** – CISM, **Comptia** – Security+, **Zscaler** – ZCCP-IA, ZCCP-PA.
- **Microsoft** – MCP, Azure Fund., **Silverpeak** – SPSX, **AWS** – Cloud Practitioner.
- **PhD** – Computer Science, low-power HPC visualisation: University of Manchester.
- **BEng (Hons) [First Class]** – Computer Systems Engineering: University of Lancaster.
- **CITP** – Chartered IT professional, Member of the BCS.
- **CEng** – Chartered Engineer #32351828: IET. **EurIng** – Registered Engineer #27547: FEANI.
- **FCMI** – Chartered Fellow of the Chartered Management Institute, **CMgr** – Chartered Manager #P04462800, **Level 5 management diploma:** CMI.
- **Prince2** – practitioner. **ITIL** – foundation.
- **Clean, full UK driving licence.**

CAREER HIGHLIGHTS

Apr/2022 – Sep/2022 Technical Director (SPG, Consulting Services)

SPG undertakes high-quality client-focused work to transform a business' IT landscape, providing bespoke consultancy and solutions where others have failed. SPG also innovates in the space of Operational Technology, including building management controls.

- End Customer Consultancy
 - Lead troubleshooting efforts on a long-standing call-recording problem for a large financial client, identifying and validating a compensating control to mitigate a significant issue of compliance
 - Create an Identity and Access Management consultancy report for a large housing industry client – capturing their existing infrastructure landscape, challenges and requirements, developing their future strategy and technology roadmap.
- Security, Infrastructure and Software
 - Selection, acquisition and deployment of layered end-point security products as an in-depth approach to minimising risk – multi-factor authentication, identity as a service, cloud security gateway, ITSM tools and physical / logical asset management
 - Maturing and defining internal security policy and processes, focusing on scalable end-point security as the business has grown from start-up to mid-sized
 - Sponsor internal software development of next-gen network management tool.
- Commercial, Leadership and Team
 - Work with vendors to evaluate potential new performance and analytics products to add to the SPG portfolio
 - Play key contributing role to attain ISO27001 and UK Cyber Essentials accreditations
 - Lead the technical teams. Providing direction, helping develop better commercial awareness and customer focus by placing them in the customer's shoes. Develop the teams for the future by planning investment in their training, support and mentoring.

Feb/2021 – Mar/2022 Head of Technical Consultancy (Xalient, Managed Service Provider)

Xalient is a successful and highly skilled infrastructure consulting and MSP organisation, undergoing rapid, sustainable growth in the zero-trust space. It offers technology solutions including Zscaler, Aruba Silverpeak, Okta, Fortinet and others to a premium global client set.

- Leadership and Team
 - Proactively lead the UK / US professional services technical consulting team focussing on quality recruitment and hires in both markets to support rapid business expansion
 - Resource planning and escalation management, review of process, team technical HLD and LLD design assurance, plus investing in team skills for future growth
 - Balance fee-paying activities with team training and achieving this economically and creatively in concert with each member of staff's live development plan.
- Technology and Delivery
 - Presenting research and recommendations in customer reports, decks & in-person
 - Advocacy on key accounts– developing trust, ensuring outstanding dovetailed service
 - Ensuring delivery of Consultancy work for clients during their transformation, use of the right security technology stack to support the customer's strategic business goals and determining best placement of workload across cloud models
 - Xalient strategic business planning: Security, Identity and Infrastructure – portfolio and vendor analysis to open and diversify revenue streams and routes to market.
- Partnerships and Business
 - Drive strong relationships with key partners, demonstrating investments made, ensuring Xalient is regarded as their premier reliable, competent and go-to partner
 - Balance strategic growth and training of the wider technical organisation, set against managed diversification of offerings and efficient use of team talent
 - Work with vendors and suppliers to develop our managed technical and security services, grow symbiotic relationships by partner tier advancement/specialisation.

Nov/2019 – Feb/2021 Principal Architect - Technical Director (SICL, Managed Service Provider)

SICL operates a range of infrastructure and IT architecture services, including consulting, with its own private cloud infrastructure, identity, remote desktop & private networking services.

- Lead, inspire and build teams and partnerships
 - Leading the multi-disciplinary technical delivery teams but also, as principal, providing technical leadership business-wide, across operations, sales and direct to customers
 - Resource planning, recruitment, performance management, skills and tough decisions
 - Stemmed impactful outflow of critical technical staff from the business
 - Recruitment for the longer-term– attraction, selection, acquisition & retention
 - Skills development– align to business strategy and each individual's goals
 - Adjusting team: furlough, redundancy risk, supporting the team through that
 - Drive forward automation of repeatable, error-prone, and uninspiring tasks – improving morale, accuracy and freeing up headcount for more valuable activities
- Influencing and responsibility: senior technical decision maker in the business at board
 - Visiting and talking with clients, providing advice, writing business blogs
 - Budgetary responsibility for staff and IT costs, working and negotiating with existing and new suppliers to present cash positive forward strategic investment choices
 - As the senior technical person in a technical business, translating between needs of the business and the resource investments for our security & infrastructure offerings
- Core architecture & portfolio development: best practice and products
 - Conducting sector and market reviews, gap analysis on managed service offerings
 - Defining the cloud service roadmap, determining whether to extend service life, strategically transform or add services – tactically reviewing at time of pandemic
 - Managing core services, exploiting automation and KPIs for insight and compliance
 - Developing E2E layered security service solution for customers, including consultancy around NCSC Cyber Essentials (+) and pro-active management of security incidents.

Mar/2015 – Sep/2019 Head of Infrastructure & Service Delivery (Shelby Finance, Morses Club)
Network Engineering Manager (Curo Financial Technologies)

- Secure Architecture: Create roadmaps for robust, secure IT in a 24x7 FinTech infrastructure
 - Retain regulated business UK FCA operating licences, PCI-DSS certification and coordinate audit/testing activities to maintain enterprise-wide layered data protection
 - Coordinate with US parent's security team, ensuring cross-group standards and consistency are applied in each realm/domain
 - Identifying, categorising and documenting deployment & operational risk
 - Own and define strategy across AWS public cloud, data centre, office & retail estates
 - Architect and transform IT systems, improving and introducing redundant, load-balanced, multiply monitored systems with offered SLAs, reported KPIs and metrics
 - Develop robust governance, adopting ITIL and defining major incident protocol
 - Owner of critical IT issues in a fast-moving regulated technology business.
- People: Develop and grow my teams' skills and key stakeholder/partner relationships
 - Work pro-actively with staff to set individual goals within a supportive team framework – mentoring, coaching, and assisting in their developmental choices
 - Underpin all operations with an in-depth, security-first ethic – with ongoing training
 - Lead the recruitment, performance management and right-skilling of the department
 - Embed my teams fully in an Agile software development life cycle, ensuring rapid turnaround of flexible IT in support of service innovation.
- Commercial: create and maintain a structured IT budget, delivering business benefits
 - Normalise IT-led change as a business enabler rather than a pure cost centre
 - Production of RFQs, CBAs and authoring technology positioning papers
 - Create a 5+ year roadmap for IT security and infrastructure refresh, renewal and replacement, whilst extending service of relevant assets to improve business value
 - Negotiating and managing budgets, demonstrating cost optimisation, ensuring that IT is rarely a blocker or on the critical business path, whilst remaining aligned to it.

Feb/2014 – Mar/2015 Telecoms Consulting Lead (Contract, ConocoPhillips, Energy Sector)

- Senior Lead for the Europe, Middle East, and Russian operational support function
 - Architect, design and maintain data centre, wired and wireless campus technologies
 - Liaise with business stakeholders to drive pro-active service improvements
 - Introduce creative service and support solutions to meet business needs within the constraints formed by challenging environments found both on- and off-shore
 - Proactively led the professional development of members of the operational team so that every individual had the opportunity to grow technically across the full range of technologies, whilst remaining fully supported.

Sep/2008 – Jan/2014 Computer Engineering (Manchester University, Research & Development)

- Development of command-and-control software systems for the [SpiNNaker](#) high performance neural network AI and machine learning computing platform
 - Created flexible real-time software for mapping, network management and visualisation of system, AI and ML information – using Linux, C, Python and OSS
 - Led the software development team for unit delivery and test of packages to place, route and interconnect modules across the high-performance networked system
 - Testing Verilog / VHDL / RTL / SystemC chip models before tape-out & manufacture.
- Creation of high-quality, rigorous technical documentation
 - Awarded a PhD as part of my work in the areas of real-time communications and management: "[Managing A Real-Time Massively-Parallel Neural Architecture](#)"
 - Lead and contributing author to more than [15 peer-reviewed journal and conference articles](#), presenting the results at international conferences and at [Microsoft](#) and [Oracle Research labs](#) in Silicon Valley.
- Lecturing and running lab component of 2nd year undergraduate CS module 'Mobile Systems'
 - Creating and delivering high-quality lectures and study materials to groups of 50+ students on a weekly basis to support their learning & development.

Jan/2005 – Jun/2008 Financial Sector Telecommunications Consultant (Contract)

Jan/2006 – Jan/2007 Royal Bank of Scotland Group

Jan/2005 – Jan/2006, May/Jun 2008 Standard Life Group

- Provided design leadership and operational technical support for highly available internal, remote access and Internet communication services supporting many thousands of users
 - Creation of data centre equipment standards and documentation
 - Development of multi-tier multi-vendor firewall DMZ solutions
 - Led the plan and teams on full datacentre switch upgrade programme
 - Developed ongoing relationships with strategic external partners and key stakeholders throughout the business.
- Presentation and demonstration of research proposals to executive and engineering teams
- Technical Design Authority, embedded on customer site, with pre-sales responsibilities, identifying leads and opportunities, producing commercial proposals.

Jun/1999 – Jan/2005 Team Leader / Network Architect (AT&T Business, AT&T Labs)

- Team leader for the 15-person UK and European network implementation group
- Product and process development for new services at network core and edge, working with supplier contract & pricing models to enable commercial team to get new services to market
- Team leader for multiple, large-scale, successful global customer networking deployments
 - Managed a team of 10 engineers on the EMEA deployment of IBM's next generation network, leading project planning and resource & escalation management
 - Led an international team of 12 on an accelerated network deployment for global logistics company at over 300 sites worldwide.
- Creation of laboratory environment for proof-of-concept (POC), training and development
- Writing standards documents, devising, and delivering educational materials within Europe and Africa, both in person and using tele-presence tools and software.

Aug/1996 – Jun/1999 Telecommunications Specialist (IBM Global Network, Service Provider)

- Creation of tooling and automation to minimise provisioning error rates / group workload
- Responsible for infrastructure capacity planning and trend analysis
- Mentoring and coaching new employees to the group
- Devised the concept and business case for a region-wide "virtual team"
 - Created documentation to ensure consistent high-quality customer implementations
 - Developed and presented 3-day training courses in support of this initiative hosting overseas virtual team members and delivering sessions on-site across Europe.

Additional

- Mentoring early-career engineers with the IET and BCS
- Item author of questions for ISC² and Cisco professional exams
- Donor and advocate for whole blood and plasma donation
- Part of the STEM Ambassador scheme in the North of England
- Contributor to several community and voluntary radio stations, serving in many roles previously including chief engineer and station manager.