

Darren Rigg

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PROFILE

A senior IT leader with specialist skills in developing Infrastructure and Cloud solutions for complex global organisations. Develops and integrates IT functions with the wider business to meet evolving strategic and operational objectives. Has comprehensive experience working in commercial, customer-focused settings, delivering value for money without compromising quality. Instigates and manages change and transformation programmes and challenges process and procedures to improve efficiency and reduce costs. Analyses and enhances Service provision from small to large environments (20K+ users), implementing ITIL Service Desk quality standards.

Forms and leads cross-functional traditional and matrix teams to achieve goals; inspiring confidence and creating conditions for teams to develop and flourish. Embraces change, challenges the status quo, has high performance standards and gets the best from people by harnessing their skills, abilities and experience. The ability to create rapport and build productive relationships with colleagues, customers and 3rd party vendors has been fundamental to career success.

KEY SKILLS

- Leadership of large dispersed teams including recruitment, development, motivation and performance management
- Creates and implements IT strategies that align to organisational objectives
- Matrix management of cross-functional teams
- Translating complex technical concepts and requirements in an accessible manner to gain buy-in from stakeholders
- Gathering business and client requirements
- Creating IT policies, procedures and protocols
- Conversant with project methodologies including Waterfall, Agile and SCRUM
- Developing and enhancing change and transformation governance
- Extensive knowledge of and compliance with industry standards and frameworks
- Knowledge of Financial Services regulations including FCA and SOX
- Multi-million-pound operational and capital budget management
- Efficient management of external vendors and other 3rd party suppliers
- Building trust with colleagues and clients to form sustainable partnerships
- Continuous improvement to create efficiencies and drive out cost
- Tactful and diplomatic stakeholder management
- Tenacious and resilient

TECHNICAL

- AWS Certified Solutions Architect (Professional)
- Designing and deploying Cloud-based, Traditional and Hybrid infrastructures
- Re-engineering infrastructure to create integrated VMWare/AWS environments
- Delivery of Citrix, Remote Desktop and VDI environments
- Building Data Centres
- Windows expertise including active directory and different server environments
- Multifaceted diagnostics and problem-solving, leading teams to deliver successful resolutions
- Depth and breadth of network knowledge from global networks to packet level investigation

PROFESSIONAL EXPERIENCE

Senior Solutions Architect / Technical Head of AWS Practice. Alscient Ltd 2016 to July 2019

IT services consultancy and Cloud specialists who solve business problems with new technologies.

- Engaged as an Infrastructure specialist to grow and develop the AWS practice which is the foundation for the company's growth strategy
- Gathers clients' requirements and designs high-quality, scalable, cost-effective solutions
- Delivery lead for implementation including leading cross-functional teams to deliver to time, quality and budget criteria
- An influential member of the Senior Leadership Team; contributes as a trusted advisor, challenger and decision-maker for the IT Infrastructure strategy and AWS Practice
- Works with clients to develop viable solutions and works in partnership with the IT team to support delivery
- Delivers project updates for the Boards and executive teams of clients including, Insurance Brokers, National Retailers, Fire Services and the NHS

Notable Achievements

- Achieved Advanced Partner Status, with AWS, developing the AWS practice to contribute 20% of all sales within 3 years
- Created an AWS strategy for a national supermarket chain. Built and implemented the solution including a core data stack in 2 availability zones and automated machine builds from SCORCH
- Designed the cloud only infrastructure strategy for a greenfield site. Built and deployed the Windows Core and VDI technology in 3 months that reliably now integrates 6 new companies and over 900 users.
- Integrated 17 legacy systems and multiple applications to create a VMWare/Cloud infrastructure for large independent insurance broker within 3 months of project initiation.
- Wrote the business case, HDL, LLD and Lead the first phase of a full cloud migration for Fire and Rescue Service.

Head of IT Operations EMEA, AJG International

2014 to 2015

The world's 3rd largest insurance broker, risk management and consulting firm, with 25K staff in 140 countries.

- Due to achievements in the previous position, was promoted to Head of IT Operations when AJG acquired Giles
- Led the 75 strong Service Delivery, and Technical teams to support Europe, India and Singapore, accountable for a £ 8.2M budget
- Prioritised and implemented operational changes that increased stability, reliability and speed including decommissioning and replacing 393 outdated windows server instances and replacing over 3K aged desktops with thin client desktops
- Led dispersed teams from different cultures through significant change. Overcame mistrust and challenge to create a cohesive EMEA IT function by creating open communications, clarity of job roles, Standard Operating Procedures and providing coaching and training
- Implemented governance structures for IT change control and problem management introducing a Change Advisory Board as no governance had existed previously

Notable Achievements

- Created the overarching IT Infrastructure strategy to integrate 7 discrete IT functions and created a standardised FCA and SOX compliant infrastructure that delivered business objectives
- Designed new team structures and job roles while avoiding redundancies, reducing the salary bill by 500K p.a., retained talent and expertise and improved service provision
- Reduced year on year operating budgets by £200K
- Implemented a standardised patching policy that increased compliance from 30% to 95%

Head of IT Infrastructure, Giles Insurance Brokers

2003 to 2014

- Accountable for IT strategy, operational implementation, budget and leading a large team
- Delivered a strategy and investment plan and deployed standardised infrastructure for the parent company and 15 recent acquisitions
- Created a hybrid infrastructure to enable the company's growth strategy that supported and integrated 24 acquisitions increasing users from 300 to 1.3K
- Resolved multiple compliance failures. Identified that a software platform was the root cause of failures. Influenced the Board to invest in a new platform and build a standard IT platform using thin client technology to run the application
- Operational activity included building a Windows 2003 RDS platform from scratch, new network configuration around a 3-tier data centre, systems rebuild of Windows 2008 r2 RDS and Hyper-V technologies, NetApp SAN and XIOTECH high-performance storage and VoIP for 43 branches

IT Director Ward Evans Group

1995 to 2003

- Appointed IT Director at 25 years old, leading a team of 20 to build and develop the Infrastructure for a new, challenger business. Created and developed the IT function from scratch including introducing then cutting-edge online and telesales quotations in addition to full automated policy lifecycle.

EDUCATION, PROFESSIONAL DEVELOPMENT AND EXTRACURRICULAR

AWS Certified Solutions Architect (Pro) HND Information technology

Undertakes development activities, networking and volunteering to ensure skills remain current and enhance his leadership qualities.

Expert in sailing and holds Yachtmaster Professional Skippers and Dinghy Instructors Certificates.

Trustee of the Redmire Scout Activity Centre contributing to strategic planning, governance and general upkeep of the centre.