


Andrew Shotton

Experienced IT Director / CIO / Technology Executive


20+ years delivering jargon free advice, pragmatic solutions and adding value

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EXECUTIVE TRAITS

Strong Leadership

Planning Strategically

Technology to business link

Maximising value

Controlling costs

Customer Focused

Prioritise multiple projects

Impact driven decisions

TECHNICAL STRENGTHS

Digital Transformation

Azure & Microsoft 365

Managing complex projects

Problem solving

Outsourcing

Vendor management

Financial & budget control

Audit, Risk & Governance

Contract negotiation

Strong technical knowledge

Information Security

EDUCATION & QUALIFICATIONS

MCSA (Messaging Specialist)

CompTIA Security+

BA (Hons) Historical Studies

Middlesex University, 1993-1996

PROFESSIONAL PROFILE

An experienced professional who understands that people, not just technology, are important success drivers in most situations.

Possessing a "hands on" technical background but more importantly providing that key bridge between IT and the wider business.

Having the benefit of 17 years' experience in permanent roles and 4 years as a consultant to understand both the customer perspective but with a consultative edge.

Designed and implemented solutions that help manoeuvre businesses into strong positions to succeed, whilst monitoring future technology to ensure continued growth.

- Successfully delivered several transformation projects, from traditional in-house environments to the deployment of Azure and Office 365.
- Strong experience of managing and leading both internal IT teams and outsourced managed service providers.
- Member of senior leadership teams, comfortable with C-level stakeholders and board members providing technical expertise in non-technical language.
- Good appreciation of business requirements, how technology can help deliver value and developing strategic plans to achieve the right impact.

Currently working with a small client base providing oversight, strategy, project direction and vCIO services. Maintaining a small client base allows focus and commitment, benefiting clients by providing bespoke and flexible service at times that work for both parties.

KEY BUSINESS VALUE

Digital transformation at Big Table Group by delivering flexible digital tools, enabling the business to continue operating remotely. Increased the impact of technology by delivering Azure, Microsoft Teams, SharePoint and Power Automate which empowered the business to work flexibly during the pandemic. Created a business case for further adoption of digital tools gaining sign off from the board.

Delivered significant value by turning around a failing outsourced IT service. Engaged by River and Mercantile to improve the performance of their outsourced IT function. The service was failing the business with late projects, poor response times and high number of critical outages. Over 6 months working closely with the business and the MSP succeeded in turning this into a well performing and stable service with key projects completed. This prevented the costly exercise of moving to a new provider, saving the business significant expenditure.

Leadership role through the sale and wind-down of Duncan Lawrie Private Bank. Led the business through the successful collective consultation and redundancy process. Whilst a stressful situation managed to maintain employee motivation with clear support, communication, and leadership, helping the team deliver an organised business sale and wind-down that returned significant value back to the shareholders.

EXPERIENCE

- May 2022 – present** **Global Insurance Firm – vCISO (contract)** – I have been engaged by a global insurance company to provide key information security governance and oversight, including development of the ISMS systems and policies, audit guidance, info sec MI and strategy.
- May 2021 – present** **Investment Firm – vCIO (contract)** – working closely with the leadership team I have been engaged to provide governance around key ICT policies and controls, with further work as required to help develop key technology strategies and direction.
- March 2021 – Present** **Retail Bank – Access & Identity Consultant (contract)** – working with a high street retail bank on modernising their authentication and identity platform, working closely with engineers, architects, risk, and assurance. Part time role.
- Feb 2021 – present** **Global Insurance client – Project Director (contract)** – delivering IT outsourcing & digital transformation for a global insurance company, responsible for delivering four key workstreams: Outsource IT Service Management, migrate systems to Azure cloud, replace Citrix with Azure Virtual Desktop, and roll out modern security tools based on Microsoft technology.
- Jan 2021 – Aug 2021** **Investment Firm – Security & Governance consultant (contract)** – In January 2021 a leading investor in science and entrepreneurial university ventures with over £300m AUM required the provision of a security review with the aim of implementing several enhancements. This includes policies, governance, risk management, technical solutions and BCP.
- Dec 2019 – March 2021** **Head of Technical Services (contract)**
Big Table Group (previously Casual Dining Group)
Successfully completed an RFP project to select and migrate to a new IT service provider, despite the challenges of COVID-19. The CIO subsequently asked me to:
- Deliver a digital transformation project to roll out Office 365, Teams and SharePoint.
 - Manage operational teams across the technology function.
 - Create IT roadmap and deliver security improvements across the estate.
- Nov 2018 – Aug 2019** **Chief Information Security Officer (contract)**
River and Mercantile Group
Following the successful IT Director role, RMG asked me to provide a CISO function.
- Created an Information Security Management Framework to strengthen the Group's Risk function.
 - Created key metrics to measure security maturity based on CIS standards.
 - Achieved Cyber Essentials certification.
 - Provided the Board and C-suite key information security roadmap.
- Jan 2018 – Nov 2018** **IT Director (contract)**
River and Mercantile Group
I was recommended to RMG as someone who could help resolve challenges with their IT Managed Service Provider who was providing very poor service. I spent over 6 months working with the MSP and internal stakeholders, successfully turning the service around and delivered key projects that had stalled.
- June 2017 – Jan 2018** **Head of IT (contract)**
UK Payments Administration (Pay UK)
In June of 2017 I was approached by UKPA to take on the role of Head of IT on a six-month contract.
- Leadership & mentoring of the IT team.
 - Improved relationships with clients and the business.
 - Oversaw the successful the transition of CHAPS to the Bank of England.
 - Implemented improved IT governance and change control processes.
- [Set up Cuub Consultancy Ltd post redundancy, culminating in the following roles](#)
- May 2014 – May 2017** **Group Head of IT & Transformation (made redundant in May 2017)**
Duncan Lawrie Private Bank & Asset Management
A key member of the Executive Committee at Duncan Lawrie, I was an essential bridge between technology and the business. Responsible for the IT strategy and transformation projects.
- Delivered new target operating model for the IT & technology function, incorporating ITIL practice.
 - Developed a Training & Competency program to deliver on our regulatory obligations.
 - Member of the Executive Committee leadership team, providing business oversight.
 - Mentor, develop and manage a geographically dispersed team.
- Feb 2008 – May 2014** **Head of Infrastructure (promoted in Feb 2010 from Team Leader to Head of)**
Octopus Investments
- Recruited & built new infrastructure team to support business growth.
 - Migrated to virtualised model reducing cost of maintaining the estate.
 - Project managed office move for technology – on time and on budget.
 - Created 3-year technology roadmap – signed off by the executive leadership team.
- For details about earlier roles please see <https://www.linkedin.com/in/ashotton/>*