

ALEX RENNIE-LIS

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A UK-based senior Technology Leader, with an exceptional breadth and depth of up-to-date technical knowledge and experience across multiple industries including Financial Services, Retail, Energy, Automotive, Professional Services and Technology sectors.

Designs, develops and delivers customer-centric products and sustainable strategies, enabling change to strategic direction in terms of both technology and business drivers. Acknowledged leader, inspiring and engaging teams to exceed expectations.

EXECUTIVE SUMMARY

Cornwall Insight	CHIEF TECHNOLOGY OFFICER	2022 - now
St. Michael's Primary School	CHAIR OF GOVERNORS	2022 - now
InMoment (MaritzCX)	VP TECHNOLOGY SERVICES, EMEA	2019 - 2022
Homeserve plc	GLOBAL TECHNOLOGY DIRECTOR	2016 - 2018
IBM UK (AT&T)	SENIOR TECHNICAL DIRECTOR	2012 - 2016
Pegasystems	TECHNICAL SYSTEMS ARCHITECT	2009 - 2012
Alphacourt	SENIOR CONSULTANT	2007 - 2009
IBM UK	IT SPECIALIST	2003 - 2007

KEY AREAS OF EXPERTISE

Strategic Leadership

Envisioned and delivered the wholesale digitalisation and transformation of the Cornwall Insight business in three countries, creating a technology and cultural foundation for the next phase of strategic growth.

Led EMEA-centric technology and physical asset rationalisation during acquisition of the MaritzCX business, restructuring to ensure continuity of services and human resources.

Led the 'OneDomain' program to bring together c.10 independent in-country web properties under a single homeserve.com brand and platform. Coupled with Agile delivery of new web platforms into the US and Spain, the potential savings were >£2m/year in license and operational costs across the group.

Defined and delivered a unified Group Enterprise Architecture and Technology framework and engagement model for 5 countries. This de-duplicated effort, and delivered immediate £10k+ annual license cost savings for Microsoft products.

Led the incubated design and development of a strategic cloud platform for AT&T that combined OpenStack infrastructure with managed application services. As a >\$1b revenue business, the expected returns were >\$100m/year prior to acquisition by IBM.

Project Delivery

Led a team of 25 staff across 3 regions to build and prepare a £300m eCommerce platform for Marks and Spencer with a hard go-live date. Delivery quality yielded significant profit margins on the account, and extension beyond its original lifespan.

Defined 'HomeServe-as-a-Service' – a strategic technology platform for new markets. The c.£800k project took account of all existing in-country technology commitments, evolving them to provide a cost-effective deployable demo to directly support new business and attract further investment.

Managed the technology strategy of a combined internal/agency team building a flexible Field Service Management platform for HomeServe. The £500k project yielded an immediately deployable and scalable consumer-facing platform to support the company's foray into 'on-demand'.

Technology Innovation & Delivery

Replaced incumbent backup processes and technology with cloud-based encrypted storage to realise 98.5% (c.£100k) annual cost savings.

Designed and built an automated data analysis platform to replace manual processes, that could process and identify anomalies within ~20m daily metrics. Its identification of the root cause for consistent historical service failures saved c.£100k/yr in credit payments.

Applied deep system performance expertise to rapidly identify implementation errors in a data cleansing process. Reduced execution time from 7 weeks to 18 minutes and avoided significant service and license credits.

Designed and built a real-time messaging and situational awareness platform to support an eCommerce platform. It surfaced intelligent dashboards and reduced alert latency from c.1 hour to <1 second, saving c.£20m in service credits.

EDUCATION

University of Edinburgh 2003
BSc (Hons) Computer Science & Management Science

CAREER DETAIL

Cornwall Insight 2022 - now
CHIEF TECHNOLOGY OFFICER

As CTO, my remit is the wholesale digital transformation of a classical consultancy business that delivered human-scaled output by manual formats and methods. Very early presentation of a well-defined and wholly transparent vision brought the entire organisation on-board, de-fusing and de-risking change and cultural factors.

Through rapid adoption of proven open-source and cloud technologies, I eliminated c.50% of the annual IT operating budget while improving capability and performance.

In-house development of the new platform eliminated both functional and financial-scaling constraints associated with prior third-party products; and a wide range of innovative products and services can now be delivered to market faster with agile methods.

InMoment (MaritzCX) 2019 - 2022
VP TECHNOLOGY SERVICES, EMEA

InMoment (and MaritzCX prior) is a Utah-headquartered Customer Experience (CX) research company. Post-merger in 2020, it employed c.1400 staff globally.

Hired as Director, Solution Architecture, EMEA to review and transform technology and operational processes. Subsequently promoted to VP Technology Services with responsibility for SaaS technology, Architecture, Design, Delivery, Data, Operations and Information Security across the EMEA business unit.

Homeserve plc 2016 - 2018
GLOBAL TECHNOLOGY DIRECTOR

HomeServe is a UK-headquartered insurance company providing emergency home repairs. A £2.4b FTSE250 company, it employs c.5000 staff in five countries.

Positioned within the Group Digital Hub, responsible for Technology, Engineering, Strategy and Architecture across the group of markets including the UK, US, France, Italy and Spain.

Originally hired as the Group Head of Architecture, designed and established a global architecture framework to promote strategic and commercial alignment between the countries' individual roadmaps, before being promoted to deal with the wider breadth of strategy and engineering challenges.

Provided leadership to the engineering functions delivering two £multi-million Sitecore web transformations into Spain and the US, and a highly scalable microservices-based platform for a new on-demand proposition. Teams comprised permanent, contract and external agency resources.

Full ownership of the commercial relationships and overall technical delivery within a c.£4m budget.

Defined and built a technology strategy function that assessed cutting edge technology and competitors to identify niche opportunities to grow the business, yielding a number of pilot propositions predominantly in the IoT, Machine Learning and digital contracts (blockchain) spaces.

Had executive technology and architecture oversight of the strategic platform for new markets – a rapidly scalable digital business platform engineered around microservices integration with legacy and Enterprise platforms including Salesforce, Oracle Finance and Pega 7.

IBM UK (AT&T)

2012 - 2016

SENIOR TECHNICAL DIRECTOR

AT&T is a \$220b North American telecommunications company. Its c.\$1b managed application and hosting business unit operated across the USA, Europe and Asia Pacific regions, and was acquired by IBM in 2016.

Hired as the Principal Technical Architect for a major UK retail client, Marks & Spencer. Had direct oversight and responsibility for the technical design and architecture, implementation and delivery, and operational support of the hosted application services. Quickly promoted to Senior Technical Director, this then encompassed direct management of UK-based technical resources and leadership of off-shore teams in India and the US, and representation to the client's senior management as the single point of contact and technical authority for their estate.

The platform we delivered comprised 22 software products across 1,200 servers, spanning 9 environments in 3 datacentres.

Managed the team responsible for the full stack from raw network and hardware, right up to service and incident management.

Designed and ran a number of high-profile innovation projects in order to improve AT&T's capabilities across a range of functions, including:

- Build automation of VMWare vCloud,
- OpenStack and Cloudstack platforms
- Process improvement and automation
- Operations automation with Ansible and Chef
- Global-scale real-time monitoring and data analysis with NodeJS, Redis, MongoDB and Elasticsearch.

Pegasystems

2009 - 2012

TECHNICAL SYSTEMS ARCHITECT

Pegasystems is a US-headquartered Business Process Automation software company. A \$4.8b company, it employs c.4,000 staff globally.

As the equivalent of an Infrastructure Architect, responsible for a very wide range of accounts across Europe for infrastructure design, security, systems integration, performance and capacity, health checks and architecture governance.

In support of the European support organization, designed and built an automation and orchestration suite on top of VMWare to significantly accelerate software support processes.

Clients were predominantly in the Retail Banking and Financial Services sectors, with a small number in Healthcare and Retail.

Alphacourt

2007 - 2009

SENIOR CONSULTANT

Alphacourt was a small UK-based privately-held consultancy specialising in IBM integration and middleware software. It employed c.25 staff in Swindon and London.

Responsibilities centred around the technical leadership of the organization's services offerings for IBM's WebSphere Application Server and Process Server products. The role was evenly split between sales and technical consulting, and in a sales capacity, generated significant new business opportunities for the company.

In a billable capacity, attended to direct clients in addition to third-party work for IBM as a Premier Business Partner across investment and retail banking, financial services, logistics and retail sectors. Designed and delivered WebSphere, RedHat and Apache training courses at a variety of levels both to internal and external students.

IBM UK
IT SPECIALIST

2003 - 2007

IBM is a c.\$140b North American technology company that employs c.350k staff globally.

Worked within several parts of the larger business, including Application Services, Business Consulting (GBS) and Software Group Services. While the scope of work ran across dozens of accounts and projects, held three distinct roles during employment:

The most recent role within IBM was as a WebSphere consultant for IBM's Software Group Services. Predominantly with high-profile financial sector clients to design, implement and support WebSphere-based processing systems.

Prior to this, held the role of Lead Business Analyst within IBM's Business Consulting Services division working for the HM Land Registry's e-conveyancing program, leading a team of 9 of the client's technical staff through the capture, analysis and validation of business requirements.

Initially joined as the Performance & Capacity Manager for the global foreign exchange service CLS Services, processing in excess of \$4 trillion per day. Direct responsibility for the run-time system performance and long-term capacity planning strategy, leading technical teams to implement changes to ensure the ongoing health of the service. Optimized performance management, designed and wrote a PHP and MySQL-based data collection, analysis and reporting platform that automatically processed and alerted on 20 million metrics per day, and ultimately eliminated my role.

OTHER INTERESTS

Adoptive father. School governor. Keen photographer. Walking. Travelling. Dance.