

Creagh Warren

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PERSONAL STATEMENT

Strategic Business and Technology Leader with over 25 years of international leadership experience and a passion for driving business utilising technology and digital innovation.

Strong, positive, energetic and driven leader with a proven ability to manage large, globally diverse teams and high-pressure environments and lead both major organisations and small to medium sized businesses through periods of significant transformation and into the digital future, facilitating continued growth and ever improving operations and customer service.

Reputation as a highly valued strategic partner that forges strong relationships with senior management peers, stakeholders and customers to develop and implement strategies and solutions to empower business and drive organisational goals focusing on business growth, competitive edge and continuous improvement.

Customer Experience and Service Delivery focused with a natural aptitude for leading, motivating and inspiring people.

Experienced across multiple industries including Financial Services, Insurance, FMCG, Wholesale and Retail and Education.

KEY ACHIEVEMENTS

- **CIO & Board Advisor** - Advising the board of a growing insurance company, assessing a large, multi-project transformation programme and producing a report to the board, detailing strengths and weaknesses, variations from best practice and specific recommendations and areas of improvement, enabling the securing of PE investment for future growth and business objectives
- **CIO, Apleona** (a 20,000 employee global Real Estate and Facilities Management organisation) - Management of the IT Carve-Out program and establishment of a global greenfield IT environment, managing global contracts with Microsoft, IBM, HCL, SAP, etc. facilitating the successful M&A of over 200 global legal entities
- **CIO, Moraitis Group** (the largest wholesaler of fresh food in Australia) - Eliminated over \$300k in operating expenses, introduced Business Intelligence (BI) resulting in an 85% reduction in spread sheets, time reduction of 50% for month end reporting and 90% for ad-hoc reporting and introduced significant technology initiatives that formed the basis for M&As and investment that doubled the net worth of the company (to \$1b)
- **IT Director, Greenwich College** - Eliminated ~50% of operating expenses, achieved expenditure reductions (~25%), increased business functionality and increased revenue (~10%) through vendor consolidation, contract renegotiations and cost control

PERSONAL SKILLS

Organisational / Managerial Skills

- Excellent business acumen, budget (up to circa £200m), people, project delivery and supplier management skills
- Strong leader with the ability to attract and lead top talent, bond teams together, bring out the best in individuals and successfully manage and positively rebrand departments
- Excellent track record of helping companies move towards Agile, DevOps and ISO 2xxx accreditation

Job-related Skills

- **Business & Technology Strategy** – Board level understanding of company objectives – and development of aligned strategic direction, vision and policies at the enterprise/global level (particularly in support of Mergers & Acquisitions)
- **Supplier & Contract Management** – Track record for building strong relations with the right suppliers to reduce costs, improve service and support strategic goals
- **Governance** – Policies, processes, procedures, Change Management, Service Management, SLAs, KPIs, ITIL
- **Global IT Systems & Operations** – Championed global digital and Cloud transformations, ERP, software, product and applications development and deployments and established and consolidated IT operations throughout Europe, Asia, Australia & the US

EDUCATION & TRAINING

University / College

- MBA (Charles Sturt University, 2017)
- Bachelor (Hons) in Management (IT) (CSU, 2015)
- Associate Diploma of Engineering (Electrical) (TAFE, 1992)
- Certificate of Psychology (Oxford University, 2022)

Industry / Other

- ITIL IT Service Management
- PRINCE2 Practitioner
- ISO/IEC 20000 Foundation
- Certified Associate in Project Management (CAPM)
- Certified Transformation Practitioner
- Six Sigma Black Belt
- Institute of Directors member
- Justice of the Peace (JP)

WORK HISTORY

Head of Transformation Advisory – GlobalLogic UK&I (02/2022 – present, London)

- *GlobalLogic (a Hitachi Group company) is a Sustainable Product Engineering Services and value driven technology consulting company*
- Establishment of a Transformation Advisory that provides thought leadership and design led, trusted and true strategic advisory services
- Ensuring that technology is not just for technology's sake and focusing on business priorities by considering the people and process aspects of digital transformation and integrating Service Management, Agile and DevOps/DevSecOps into all aspects of business-technology strategy and transformation
- Working with major clients to define and drive business and technology/digital transformations and strategies, including addressing meeting board and business directives such as ESG and ensuring that organisational culture aligns with strategic and transformation objectives

Strategic Business & Technology Advisor – Digital Is Us (06/2019 - present, UK)

- *Digital Is Us is a UK based technology consultancy, focusing on bridging the gap between Business & IT and not technology for technology's sake*
- Working with charities such as The Matthew Tree Project, advising on strategic and tactical technology direction and initiatives
- Participating in various think tanks, discussing with peers and service providers about the forward direction to get companies back on their feet through COVID and beyond

Principal Fractional CIO – Freeman Clarke

- Advising the board of a growing insurance company, assessing a large, multi-project transformation programme, including infrastructure cloud migration, BI, ERP and CRM implementation, software and portal development
- Creation and presentation of a report to the board, detailing strengths and weaknesses, variations from best practice and specific recommendations and areas of improvement, enabling the securing of PE investment for future growth and business objectives

Business Engagement & Program Manager – DB Results

- Leading the AIA Infinity Project, transitioning IT systems from CommInsure (Commonwealth Bank) to AIA Insurance

Senior IT Programme Director – Vistra

- Standing as a central figure between disparate teams, including Infrastructure, Service Delivery and Architecture departments and an emerging PMO, to create a unified Global IT department, facilitating ongoing M&As and significant growth plans
- Overseeing and designing multiple global programmes, projects and initiatives to consolidate platforms and services with a 'cloud first' objective
- Projects included:
 - Identity and Access Management (IAM)
 - Global Data Centre Consolidation (from ~30 to 6)
 - SD-WAN, SD-DC & Hyper-Converged Infrastructure (HCI)
 - Global Citrix Platform Upgrade & Standardisation
 - Cloud Platform & Data Analysis (AWS)
 - O365 Migration
 - Security Information & Event Management (SIEM)
 - Robotic Process Automation (RPA)

CIO Advisor – Capco (06/2016 – 09/2018, Germany)

- *Capco is a global business and technology management consultancy operating primarily in the financial services and energy sectors*

Acting CIO & CIO Advisor at Apleona (PE backed, 20,000 employee, global Real-estate and Facilities Management)

- Management of the IT Carve-Out program and establishment of an entire global greenfield IT environment
- Creation of structure for the new IT Department and hiring of new teams (including managers, technical and PMO) and management of outsourced partners (IBM, HCL, etc.)
- Development of IT policies and procedures (incl. Change Management, SLAs, KPIs, etc.)
- Meeting with CEOs and senior business management of globally diverse, independent legal entities to facilitate moving towards one globally managed IT environment

Infrastructure & Environment Manager at Nordea (Nordics based global bank)

- Management of the Nordea New Payments Platform, coordinating delivery through scoping, planning, design, development, testing and rollout across the Nordics - leading to the successful implementation of a major release of the Global Payment Engine and facilitating new strategic digital initiatives such as Instant Payments from mobile platforms

Chief Information Officer – Aurora Lighting (2015-2016, UK)

- *Aurora Lighting is global LED lighting manufacturer of energy saving solutions across all 5 Elements of Lighting: smart, power, control, lamps & luminaires*
- Developed a global Technology Strategy to introduce IoT and other digital initiatives enabling expansion and increased competitive edge
- Developed, initiated and managed major strategic IT projects, including cloud migrations; ERP, O365 and SharePoint deployments; Mobility solutions; and infrastructure upgrades resulting in significant realised time and cost efficiencies and service improvements

Chief Information Officer – Asplundh (2014-2015, Australia/NZ)

- *Asplundh is a global company specialising in tree pruning and vegetation management for utilities and government agencies*
- Developed a Technology Strategy for the Asia Pacific region
- Achieved the migration of systems to a cloud-based Fujitsu Data Centre (and manage the subsequent project)
- Managed partners to develop automated systems such as a real-time, customer integrated work management system with GPS tracking of vehicles
- Management of the rollout of a new ERP system encompassing HR, Payroll and Finance functions

IT Director – IT Global (2012-2014, UK)

- *IT Global is a Managed IT Services Provider with 1000+ customers, 200+ Employees, 10+ offices worldwide and 7 data centres located in 5 countries*
- Working with companies including Oliver Marketing, KPMG, Starbucks and Bank of Ireland to develop Business, Digital and Technology Strategies, implement ITIL / ISO 2xxx frameworks and manage digital transformation programmes

Chief Information Officer – Moraitis Group (2011-2012, Australia)

- *Moraitis is the largest wholesaler of fresh food in Australia*
- Enablement of the doubling of the net worth of the company (to \$1b) through appropriate technology projects in support of multiple M&A's
- Eliminated over \$300k in operating expenses through economisation of existing business processes, efficient vendor management and renegotiation of contracts - while increasing service levels
- Introduced and launched Business Intelligence (BI) resulting in an 85% reduction in spread sheets and time reduction of 50% for month end reporting and 90% for ad-hoc reporting
- Successful initiation and launch of major projects including: ERP system upgrade, supply chain technology upgrades, mobile POS tablets and barcode scanning, workflow automation for back office financial processes and a customer/supplier portal integrated with the ERP and BI systems

IS Transition Manager – AXA (2010-2011, Australia)

- Successful management of a 3x inter-city business and systems consolidation project as a result of M&As

IT Director – Greenwich College (2008-2010, UK)

- Developed an IT Strategy supporting the two primary business initiatives of expanding internationally and to develop a Business Unit to offer direct-to-business workplace training for companies
- Eliminated ~50% of operating expenses through vendor consolidation, contract renegotiations and cost control
- Achieved expenditure reductions (~25%), increased business functionality and increased revenue (~10%) by introducing several technology environment upgrades including Cloud services, Virtualisation and VoIP

Head of IT – University of Cambridge (2008, UK)

- Restructured the IT environment of the Department of Physics, resulting in successful facilitation of the CERN LHC project
- Formation of a technology committee, centralising technology strategy, operations and resources

IT Services Manager – New Star Asset Management (2007-2008, UK)

- Establishment of centralised management of IT staff and resources throughout UK, Europe, Asia and the Americas
- Coordination of all technology projects, Infrastructure Support, Applications Support and Service Desk teams

General Manager – Discovery Technology (2003-2007, Australia)

- Achieved the successful migration of the IT environment for the HO relocation of Manchester Unity with no service outage

Chief Information Officer – Stream Solutions (2001-2003, Australia)

- Establishment of greenfield IT environment, IT strategy and longer-term vision, enabling one of Australia's fastest growing companies

Infrastructure Manager – Citibank (2000-2001, Australia)

- Achieved the successful migration of the IT environment for the Australian HO building relocation with a smooth transition and no impact to the provision of services

Global Network Manager – Commonwealth Bank (1998-2000, Australia)

- Management of Institutional Banking IT environment throughout Australia, London, New York, Tokyo, Hong Kong and Singapore, including establishment of centralised management of ~30 geographically diverse staff