MARK L. CLIFFORD

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Personal Profile: I am a highly skilled IT professional with advanced expertise in Cloud Solutions, Microsoft products, and modern computing networks. With a proven track record of delivering successful projects and providing efficient solutions to clients. Holding certifications such as AWS Solutions Architect Associate (CSAA), Microsoft Azure AZ-900, and thePMKB Project Management Certified, I am equipped with a comprehensive skill set to drive project success. My professional journey includes tenure at esteemed institutions such as Santander, Royal Bank of Scotland, Deloitte, and a prominent big 4 law firm. These experiences have provided me with invaluable insights into diverse organizational environments and unique industry challenges. My technical proficiency extends across various operating systems, cloud platforms, project and program management methodologies. I excel in aligning technology with business goals.

TECHNICAL SUMMARY

● Active Directory	● Cisco Products	● VMware
● Amazon AWS	● DNS/DHCP/TCP/IP/FTP	● Kubernetes
● Microsoft Azure	● Microsoft Exchange	● Terraform
● Bloomberg/ Reuters	● Microsoft Office 365	● PowerShell
● Citrix/ Xen App	● Microsoft Intune	● Service Now/ Remedy
● Waterfall / Agile / SCRUM	● Airwatch / Blackberry BES	● Nutanix
● ITIL	● SharePoint	● ControlUp
● ISO/IEC 27001:2022	● MS SQL Server	● Microsoft Excel
● Jira	● Microsoft Teams	● Microsoft Project
	● Salesforce	● ION / Murex

Operating systems: Windows NT, XP, Vista, Windows 7, 8, 10, 11, OSX, Linux, Ubuntu, Windows Server
Languages: PowerShell, Bash, Batch, SQL

EMPLOYMENT HISTORY

Santander Corporate Investment Banking, London - Project Manager / IT Operations
(April 2022 – March 2024)

Since April 2022, I had been serving as an IT Operations / Project Manager at Santander Corporate Investment Banking, specialising in technical IT infrastructure. Key projects included:

- EUC Digital Transformation Project to harmonise the UK Investment Banking division with the Global Digital Workplace operating model. This initiative involved researching the 'As-Is To-Be' Roadmap, leveraging technologies such as SaaS, IaC, Virtualization, Single Domain migration, Azure Networks, Information Lifecycle management, SharePoint online for Local File Services Data migration, End-to-End Storage, Cisco Integration, centralized System Center Configuration Manager (SCCM), a global hardware catalogue, and standardizing the ServiceNow request process.
- Trade Floor Virtual Machine (VDI) migration project in synchronization with the London branch building refurbishment project. The aim was to revamp the Trading floor by incorporating cutting-edge virtualization, on-prem Nutanix clusters and SaaS cloud technologies, upgrading PC hardware, introducing large 4k monitors, Thin Client computers, and integrating mobile devices for a modernised environment.
- Implementing a new Work Area Recovery (Disaster Recovery / BCP) site for key Traders. Collaborating with a third-party Disaster Recovery company, we successfully established the recovery area within specified budgets and timescales.
- Overseeing the 64-bit Microsoft Office Migration Project.

In collaboration with business partners, suppliers, and Senior Stakeholders:

- Serving as the primary IT representative for the business, I chaired weekly project meetings with the IT CIO, senior IT personnel, and external third-party vendors. My role involved ensuring that deliverables are meticulously tracked and prioritized to meet stakeholder requirements.

Medtronic, UK – Project Manager / Senior IT Operations Consultant

(August 2014 – April 2022)

Senior IT contact for various project implementations, Offering proactive support, strategic guidance, and specialized solutions within the EUC (End User Computing) domain:

With a global user base exceeding 98,000, I leveraged a diverse skill set encompassing various tools, cloud technologies (AWS/Azure), SCCM, VMWare, SQL, Citrix, Terraform, Kubernetes, ITIL practices, technical articles, and diagnostic procedures. This expertise is applied to provide comprehensive support within the predominantly Microsoft-based environment.

As a Senior IT contact, I have played a pivotal role in several project implementations, contributing technical insights and solutions to seamlessly integrate into the business. Notable projects include:

- Domain Integration project (OnePC) and overseeing the Two-Factor Authentication/Microsoft Online implementation through Azure AD admin within specified timelines.
- Steering the Desktop Hardware Standardization project to accommodate the evolving hybrid working model. This involved defining EUC endpoint standards, encompassing new large-screen 4k monitors, Thin Clients, Laptops, and docking stations.
- Serving as the primary escalation point for SQL applications in the UK business area, including platforms such as Workday, Salesforce, and in-house bespoke applications/databases.
- Acting as a key local contact for Infrastructure Project Management, facilitating the migration of UK file servers to production-grade End-to-End cloud storage solutions like Box, Microsoft OneDrive, and SharePoint Online, utilizing IaC technologies such as Terraform.
- Providing technical assistance in the migration from Cisco products (Jabber) to Microsoft Teams and Zoom rollouts.

Collaborating effectively with business partners and Senior Management, my responsibilities included:

- Delivering regular Key Indicators and pipeline reports to ensure project alignment and progress tracking.
- Leading IT discussions in interdepartmental meetings with senior departmental leads and stakeholders. This involved tracking and managing deliverables, proposing solution architectures, and assessing risks and projections.
- Producing accurate reports and monitoring progress against targeted timescales.
- Conducting On-Site Training and Process Evaluation:
- Creating and delivering focused IT training sessions as needed for both teams and new hires.
- Routinely reviewing and updating best practices, processes, and methodologies to ensure ongoing optimization and efficiency.

Freshfields Bruckhaus Deringer, City of London – Operations / IT Analyst (April 2011 – July 2013)

- Implemented and managed Citrix Published Applications and delivery console, AD, BES, SQL, and infrastructure to deliver swift support and solutions within a customer-centric, ITIL environment.
- Provided a worldwide Silver Service support model to Lawyers and Partners in a fast-paced, high-pressure environment.

Deloitte LLP, City of London – System Administration / Operations (November 2010 – April 2011)

- Delivery of high-quality system operational support to users and Partners in multiple sites on the London campus. Utilizing HP Service Desk, Windows Server and Blackberry Enterprise Server.

Sportingbet Plc, City of London – Trader Support/ System Administration/ Operations (November 2009 – August 2010)

- Windows and Exchange server administration and provision of hardware support for Dell PowerEdge, IBM Blade, HP Thin Client/Wyse terminals and Compaq ProLiant servers.
- Travel to the Guernsey Data centre and Sports Trade Floor. Establish the new disaster recovery centre in Dublin.

The Royal Bank of Scotland, City of London - Projects Consultant / Trade Floor Support (February 2007-September 2009)

- Virtual Machine migration project - moved over three thousand users into two new buildings. We provided Virtual Hosted Desktops (VHDs) using VMware and Thin Client endpoints.
- Trade Floor Support - providing IT support to front office users. Extensive knowledge of Bloomberg along with other front office applications and procedures.
- Microsoft Exchange migration project migrating the bank from Exchange 5.5 to 2007.

EDUCATION AND OTHER CERTIFICATIONS

AWS Solutions Architect Associate **CSAA**

Microsoft Azure **AZ-900**

2 NVQ Level 2 qualifications in Information Technology

7 GCSE's A-C grade

thePMKB Project Management Certified

INTERESTS

I have a strong passion for cars and motor racing, frequently participating in track days and closely following professional racing events like Le Mans 24.

My fascination with computers and technology has been a long-standing interest.

Additionally, I am actively engaged in weight training, golf, maintaining a healthy lifestyle, and pursuing training in martial arts.

REFERENCES AVAILABLE UPON REQUEST