JAMIE TITLAND

IT MANAGEMENT | OPTIMIZATION | CONSULTANCY | AUTOMATION

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Professional profile

I am an experienced Chief Technology Officer and Operations Manager with extensive expertise in managing IT operations, architecture, security, and cloud services. I excel at strategically planning and executing daily operational tasks while managing large-scale projects, ensuring alignment with broader business goals. My deep involvement in integrating legacy and modern IT systems, coupled with my adaptability in leading digital transformations, has equipped me to implement effective solutions across diverse scenarios.

With a strong focus on IT governance, compliance, and risk management, I ensure adherence to industry best practices and frameworks such as ITIL to support pragmatic and high-quality service delivery. My ability to wear many hats – from direct IT team management and staff development to strategic IT planning, vendor management, and stakeholder engagement – allows me to thrive in roles where innovation, problem-solving, and leadership is paramount.

I am also skilled in data-driven decision-making, crisis management, and fostering a culture of sustainability and ethical practices. I am confident that my background, combined with a proactive and forward-thinking approach, enables me to make immediate and positive contributions to any organization.

Current role (CTO and Operations Manager at Itavis)

As the Chief Technology Officer (CTO) and Operations Manager at Itavis, I am responsible for overseeing the company's entire IT infrastructure, ensuring robust security, and developing long-term technology strategies that align with our business goals. I lead a talented team, empowering each member to contribute meaningfully to our objectives.

My leadership focuses on **developing and executing technology roadmaps** that align with our strategy, integrating emerging technologies to enhance our offerings and drive efficiency. I have successfully **managed technology budgets**, balancing innovation with cost-effectiveness, and my strategic decision-making has consistently improved our service delivery and operational performance.

KEY SKILLS

- STRATEGIC IT PLANNING
- TEAM MANAGEMENT
- STAFF DEVELOPMENT
- OPERATIONAL MANAGEMENT
- CHANGE MANAGEMENT
- VENDOR AND STAKEHOLDER MANAGEMENT
- BUSINESS CONTINUITY PLANNING
- INNOCATION AND R&D
- IT GOVERNANCE AND COMPLIANCE
- IT ARCHITECTURE AND SECURITY
- SLA/KPI REPORTING
- CUSTOMER RELATIONSHIP MANAGEMENT
- IT PROJECT MANAGEMENT
- CLOUD SERVICES

COURSES AND CERTIFICATES

- CFL – LEADERSHIP
- ITIL FOUNDATION V4
- ITIL FOUNDATION V3
- MICROSOFT MS-101: MOBILITY AND SECURITY
- VMWARE – CLOUD
- VMWARE – DATA CENTER VIRTUALIZATION
- VMWARE – WORKFORCE MOBILITY
- VADE - PARTNER PRESALES (VPPT-E)
- VADE CLOUD SUPPORT (VCA1-E)
- VADE FOR MS365 ADMINISTRATION (VOA1-E)
- VADE SALES CERTIFICATION (VPGT-E)

Current role - Continued

A cornerstone of my role is **system administration and proactive monitoring**. I manage the deployment and utilization of professional services automation tools, which has led to significant improvements in our IT service delivery and support activities. My oversight of remote monitoring and management systems ensures that our IT infrastructure operates at peak efficiency, with a strong emphasis on security. The successful implementation and ongoing maintenance of these systems have been pivotal in protecting both our clients' IT environments and our own, safeguarding against potential threats and vulnerabilities.

My expertise extends to **administration and consulting** for critical systems such as the **MS365 platform**. I have led numerous migrations to cloud-based systems, overseeing every aspect of these projects from planning and estimation to system integration and execution. My ability to design and manage security policies has made me a sought-after consultant for technical sparring and troubleshooting, providing invaluable support in ensuring that our systems are secure, compliant, and resilient.

Security and compliance are paramount in my role. I take full accountability for managing and monitoring threats using endpoint protection platforms across client devices and server environments. In collaboration with our Security Operations Center (SOC) teams, I analyze security data to detect and respond to incidents swiftly. My ability to make critical, informed decisions in real-time has been instrumental in averting potential disasters, protecting our clients, and preserving the integrity of our operations.

Regarding **cloud services administration**, I have effectively managed and optimized both our own cloud services and subscriptions but also our customers, ensuring seamless integration between various cloud platforms and internal systems. This has not only streamlined the operations but also enhanced the ability to scale and adapt to evolving business needs.

Building and **maintaining strong relationships with our customers** is a key aspect of my role. I take pride in understanding their unique needs and delivering tailored IT solutions that exceed their expectations. My leadership in **project management** ensures that every project is delivered on time, within budget, and with the highest level of customer satisfaction. I regularly prepare and present detailed **technical reports and analyses to internal stakeholders, customers, and vendors**, demonstrating the value and impact of our technological initiatives.

Leadership and team development are central to my responsibilities. I am committed to fostering a culture of excellence within my team, setting clear goals and expectations, and providing regular feedback and coaching. I have successfully led recruitment and onboarding processes, identified training needs, and arranged courses that have significantly enhanced our team's skills and capabilities. My approach ensures a productive and supportive work environment where every employee feels valued and motivated to excel.

Change management is a critical aspect of my role. I have successfully led the organization through significant technological transformations, managing resistance to change, fostering a culture of innovation, and ensuring smooth transitions during technology upgrades or process overhauls. My adaptability and forward-thinking approach have been key to driving continuous improvement and maintaining our competitive edge.

My decision-making is heavily data-driven, leveraging business intelligence tools and analytics to identify trends, optimize processes, and make strategic decisions that benefit the organization. This analytical approach ensures that our technology initiatives are not only innovative but also aligned with measurable business outcomes.

In addition to my internal responsibilities, I **manage relationships with key vendors and external stakeholders.** This involves negotiating contracts, ensuring service level agreements (SLAs) are met, and maintaining high standards of vendor performance, all of which contribute to our overall success.

Crisis management and business continuity planning are also areas where I have made significant contributions. I have developed and executed robust business continuity and disaster recovery plans, ensuring that we can respond effectively to crises and minimize disruption to our operations. My leadership during critical incidents has been crucial in maintaining business resilience.

Furthermore, I have been involved in **research and development (R&D)** initiatives, driving innovation within the company and keeping us at the forefront of industry trends. My commitment to sustainability and ethical practices is reflected in my efforts to implement green IT initiatives and promote sustainability within our operations.

My role also involves active participation in various internal meetings and decision-making processes. I engage in strategic discussions to develop and refine the company's overall goals, hold regular status meetings with different teams to ensure alignment and efficiency, collaborate closely with other departments, coordinate **incident response efforts, and lead SCRUM meetings** to learn from past projects and implement continuous improvements.

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IT MANAGEMENT

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Other work experience

2018 – 2021   **Operations Center Manager, Itavis**

In 2018 I took on the role as Operations Center Manager. I ensured daily operations ran smoothly and adhered to best practices, managed teams, and handled client escalations as well as handled complex technical issues on consultancy level.

2017 – 2018   **Operations Center Team Lead, Itavis**

Gradually taking on more responsibilities led to a Team Leader role in 2017. Delegating and planning consultancy bookings for the consultant-team and being accountable for procedures being initiated and handled correctly. Being the team-lead meant being trusted and advised by staff members and representing the consultants both internally as well as facing the customers. This role also initiated being part of the Change Approval Board, overviewing and approving planned changes, making sure they are documents and technically correct.

2013 – 2017   **Systems Engineer Consultant, Itavis**

I began in Itavis as a Systems Engineer/Consultant, managing a hosted environments in a tier 3 datacenter, consulting and supporting our customers by helping them with their challenges and services by reacting to alerts from the monitoring systems.

2012 – 2013   **IT-Administrator, Better Place Danmark**

Tasks included planning and execution of service windows, supplier management, hardware support, end-user support, software distribution, procurement of hardware and software, and rollout management.

2011 – 2012   **IT-Administrator, Kuehne + Nagel**

Mainly supported the Swedish offices on-site and participated in a migration project consolidating a "North Western" domain in Scandinavia. Responsibilities included user support and daily operations.

2010 – 2011   **Technical Supporter, LN Eurocom**

IT-support role for several companies with Knowledge Centered Servicedesk-approach for handling support inquiries through a ITSM system.

2008 – 2010   **IT-Trainee, Abbott Laboratories**

IT-Trainee handling 1st and 2nd level support tasks by phone and direct end-user interaction. Daily maintenance tasks on Active Directory, Windows operating systems (98, XP, Vista, 7), and Server 2003/2008, Lotus Notes and database management. I often took on the role as the primary IT contact in the absence of the IT Manager, which enhanced my ability to manage high-pressure situations effectively.