

MICHAEL SPEYER

Profile

“A highly-experienced, business-led Innovation & IT Director and Senior IT Leader with a successful background in B2B, B2C, financial services, engineering, loss adjusting, professional, outsourced, consulting & FTSE-250 corporate sectors.”

I have a collaborative approach to successful business-aligned IT management, engaging with key business stakeholders from board level down, delivering ‘fit for purpose’ solutions, systems and support.

Microsoft & ITIL certified, and a Fellow of the Chartered Management Institute, I have considerable experience in getting the best out of people alongside successfully applying best practice frameworks & methods.

Through my many years working in I.T. I also excel at driving change management and business transformation, service transition, IT strategies, developing technology roadmaps, assuring quality service delivery management, building CRM solutions, building sales solutions and facilitating core IT upgrades and migrations.

I drive innovative ideas forward.

Key Achievements and Business Outcomes

- Built technically-founded relationships with lenders and lead providers through the deployment of a range of APIs
- Successfully adopted ITIL based methods as part of an enterprise policy to deliver enhanced IT / IS
- Introduced ISO17799 security standards and frameworks, delivering improved IT security & controls
- Developed and implemented new tools and solutions for use by sales teams, increasing sales efficiency levels

Key Skills and Business Capabilities

- IT Operational Leadership & Management
- IT Budgetary Management (OPEX & CAPEX)
- IT Security Policies, Processes, Protocols, DR
- ITIL Best Practice Methods & Frameworks
- Change Control and Deployment Strategies
- Risk Management, Risk Mitigation, Compliance
- Managing Stakeholder Expectations & Relationships
- Business Planning & Strategy Development
- Service Delivery Management & Support
- Ticketing and Service Request Management
- Full Project Lifecycle Management & Delivery
- Project, Programme & Portfolio Management
- Customer Relationship Management (CRM)
- 3rd Party, Vendor and Supplier Management

Accreditations & Professional Qualifications

Chartered Management Institute:
FCMI, Fellow

British Computer Society:
AMBCS, Associate member
RITTech, Registered IT Technician

ITIL:
ITIL v3 Foundation

Microsoft:
Microsoft Certified Professional – Business Desktop Deployment
Microsoft Certified Technical Specialist
Microsoft Certified Small Business Specialist
Partner Research Panel Member

British Institute of Innkeeping:
MBII, Member

Career

2023 – Connells Group
IT OPERATIONS MANAGER

Responsible for driving forwards operational service improvement initiatives across the group

Following the successful migration of key IT services from Dynamo to Connells Group, I offered up my broad experience and was accepted to join our parent company.

- Managed the delivery of time-critical service delivery functions throughout a period of intense user migration from Countrywide
- Optimised service desk processes to reduce ticket volumes and increase customer satisfaction
- Additionally standing as IT Service Delivery Manager and escalation point for Estate Agency, Lettings and The New Homes Group line of businesses
- Act as a bridge between and provide direct support to colleagues from incident management, transition, technical design authority, security, infrastructure and service delivery through to senior leadership team members
- Champion organisational, operational and technical change
- Identifier and coordinator of group-wide continual service improvement initiatives and individual service improvement plans

This role is currently ongoing

2021 - Dynamo
INNOVATION DIRECTOR

Responsible for interpreting business strategy and determining innovative solutions supporting strategy implementation

Following realignment of roles and responsibilities I adopted a more commercially-aligned role, stepping away from direct technical duties to concentrate on more strategic goals within the business.

2020 - Dynamo
IT DIRECTOR

At the beginning of 2020, The Buy to let Business Ltd rebranded as Dynamo for B2C and Dynamo for Intermediaries for B2B operations as part of our technology transformation initiatives.

2019 - The Buy to Let Business Ltd

IT DIRECTOR

Strategic responsibility for delivery of IT solutions to the business

- Coordination of IT initiatives across all business streams
- Definition and translation of business requirements into technical requirements
- Assessment of business needs and establishment of policies and procedures to support them
- Championing individual new initiatives
- Established a centre of excellence with in-house and external development and delivery experts
- Built relationships with vendors and financial partners delivering cost-efficient solutions and building wholly collaborative working practices

2006 - The Buy to Let Business Ltd

INFORMATION SYSTEMS MANAGER

Responsible for all aspects of IT / IS leadership, including systems, infrastructure and user support

- Focused on adoption of new technologies, support processes and implementation of best practice across the business
- Reported directly to strategic-level business management teams, advising on technology and IT / IS
- Accountability for regulatory management, IT development, business continuity & financial planning
- Developed & wrote an in-house CRM & accounting system, realising 40% boost in sales productivity
- Successfully adopted best practice methods and frameworks, including ISO17799 security protocol

2001 - WS Atkins Consultants Limited

TECHNICAL ARCHITECTURE ANALYST

Responsible for all aspects of IT / technical analysis, project management and technical upgrades

- Drove international roll-out logistics and LAN specification projects across China and South Africa
- Specification, financial planning & installation team management for flood-wiring of 10,000ft² offices
- Successfully completed penetration testing of all core firewalls & servers over a rapid 2 week period
- Prepared for a major 26-level incremental upgrade of 15,000+ PCs, laptops and server technology

2009 - The Buy to Let Business Ltd

HEAD OF INFORMATION SYSTEMS

Responsible for all aspects of IT / IS leadership, delivering critical IT to underpin growth

- Promoted to leadership role as Head of Information Systems, continuing with enhancing core IT / IS
- Focused on the adoption of elements of ITIL best practice, restructuring systems to be ITSM based
- Definition & execution of IT / IS strategies and roadmaps, aligning technology with business needs
- Leadership, management and motivation of a multi-functional team of IT, technical and support staff
- Developed & deployed sales team financial forecasting software, increasing sales efficiency by 20%
- Introduced new technologies & solutions to provide instant sales metrics for Directors & executives
- Championed the introduction of ITIL-based frameworks as part of a strategy to improve IT services

2002 - WS Atkins Consultants Limited

TRANSITION PROJECT MANAGER

Responsible for project delivery, addressing legacy IT issues across the entire rail business stream

- Conducted & completed in-depth audits across the UK, assisting with legacy rationalisation process
- Successfully produced and prepared top-level solution documents & recommendations for change

2001 - WS Atkins Consultants Limited

SENIOR SERVICE CENTRE TECHNICIAN

Responsible for all aspects of IT service delivery management, technical support and upgrades

- Project-led the reconfiguration of a portfolio of 160+ Cambridge PCs in preparation for IT refresh
- Led migration of failing Arcserve backup servers to BackupExec across secure RAF bases & sites
- Scripted migration of x-ref'd drawings in AutoCAD to new server locations

1999 - Miller Fisher Group plc

IT SYSTEMS MANAGER

Responsible for all aspects of IT systems management, delivering mission-critical support & service

- Appointed as IT Systems Manager following the business merger with Miller Fisher Group plc
- Drove deployment of Citrix-based technology to 1,000+ UK users, adopting innovative technology
- Successfully deployed a network of 42+ thin client workstations & associated cabling within 48 hrs

Pre 1997 - Other employers

Early career includes

- Credit Control Officer at Commercial Union
- Sales agent for Dixons Retail PLC
- Trainee Programmer at Exhibition Software Ltd

1997 - Pycraft & Arnold Loss Adjusters Ltd

IT MANAGER

Responsible for all aspects of IT leadership, delivering mission-critical IT services to internal users

- Hands-on leadership of the upgrade of a network of PCs, Laptops & Servers MS Windows 2000
- Disaster Recovery site construction, installing necessary hardware, software and failsafe solutions
- Prepared the IT function & network infrastructure for the business merger with Miller Fisher Group

Education

Whilst formally educated, the skills I have today have been borne from over 32 years of hard work, industry exposure and downright necessity.

City & Guilds	C&G 4351 – Computer Aided Drafting
	C&G 7281 – Aviation Studies
Normanton School, Surrey	7 GCSE qualifications in various subjects

Interests & Hobbies

Interests include sailing, music, travelling, light aircraft flying, pubs, breweries and local business activities.