Gareth Gorman

Technology expert

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SKILLS

9/10
Leadership & management

9/10
Technical skills

9 / 10
Project management

10 / 10
Strategy & direction

8/10
Collaboration

Personal Profile:

I am an experienced technology leader, with 10 years management and leadership experience. I have a successful history of working to define strategy and direction, not just within technology, but across larger business objectives in collaboration with other C-suite members. Experienced in managing budgets, large teams, across multiple regions globally, and ensuring success across different geographical regions through understanding the unique challenges each area faces, I work to drive business excellence, and growth while promoting a positive team member experience for all staff members.

- ✓ 10 years management experience within technology
- ✓ Over 10 years' experience in setting strategy and direction, and defining business and organizational objectives
- ✓ Management of teams from 5 people to large multi-region teams of over 100 people
- ✓ Experienced managing budgets up to £4million
- ✓ Practiced in the successful use of several management styles, including Servant Leader, Transactional, Pacesetting, and democratic team leadership
- ✓ Strong experience working within, and feeding into, C-suite level with success
- ✓ Strong and proven history of Project Management, delivering projects on time and under budget, with focus on successful transition periods from 'go live' to BAU

Whole Foods Market, an Amazon company, March 2018 – Present
Head of Technology

I work to build, develop and deliver a regional technology solution in the UK, working closely with the global Head of Technology based in the USA. Working out of the UK headquarters in London, I lead the regional technology team, and sit on the UK leadership board. I have direct oversight of the roll out of technology related projects across the company and various stores and offices in the UK, as well as ensuring day to day operations are supported, and there is effective leadership of the region.

Key achievements:

- ✓ Introduced asset management and lifecycle management for all hardware to allow for better budgetary control
- ✓ Oversaw an overhaul of the UK regions infrastructure through several projects, including replacing all EPOS hardware, all switch stacks, Wi-Fi networks, replacement of operating system non-compliant workstations and the introduction of fibre-based SD-WAN data connectivity to all sites.
- ✓ Managed delivery of projects using UK resources to save 45% against budgeted costs
- ✓ Relocated the UK distribution centre to a very short timeline with no impact to operations
- ✓ Developed and deployed applications to replace legacy systems to ensure GDPR compliance
- ✓ Mentored technology team members through facilitating training (Scrum Master certification, ITIL training) and promoting internally to support growth where appropriate.
- ✓ Made savings within technology budget through engaging new vendors and technologies to allow for the successful introduction of hardware lifecycle management, improving productivity across all team members.
- ✓ Oversaw the successful migration of the UK region to O365 from OnPrem Microsoft platforms
- ✓ Increased the regions engagement in global initiatives and projects allowing for increased productivity and growth.
- ✓ Oversaw the planning and preparation for Self-Checkout from business case to ready for delivery phases

Key responsibilities:

- Effectively lead a broad range of IT projects through various phases to successful completion
- Define the combined technology strategy and vision and lead the execution of this regionally and globally.

- Collaborate on, and participate in, the leadership principles and strategies for the UK region, ensuring the UK markets unique challenges are met while delivering global tenets and objectives.
- Own and manage technology budget, both capex and opex, regionally, and collaborate in management of global technology budget.
- Ensure maintenance and support of existing systems through effective leadership of the technology team and vendors
- Facilitate relationships with regional operations, purchasing, stores and the facilities teams to understand business needs
- Collaborate and participate in leadership of global technology teams, strategy, and development, to support a business of close to 100,000 team members with a turnover of $16 billion annually.
- Leverage globally based systems and platforms as it makes sense, and source locally based systems as needed to meet business and international needs
- Source technologies and services for UK region's unique needs as appropriate, including vendor evaluation and selection, on-boarding, deployment, project oversight, and maintenance & support.
- Coach team members in practical and technical skills to include systems management, project execution, project management and relationships with users and peers
- Participate in hiring and retention of team members, while building a high-functioning and empowered regional team

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Deviant Geek Ltd, August 2017 – January 2018
Ecommerce Consultant

I provided consultancy and delivery of an eCommerce solution for a business that had a number of garden centers, nurseries, and small online presence. In addition to a technical solution, I provided guidance on staffing structure and operational procedures needed to deliver a true omnichannel retail presence. This included analysis of existing accounting, operations, and technology functions and workflows, and providing clear direction on opportunities that could be leveraged to support business growth, and budgetary savings.

Responsibilities and Achievements:

- Overhaul of existing infrastructure to provide improved voice and data services while reducing spend by nearly 25% through engagement with new vendors.
- Management of both project budget and year one budget to deliver a profitable retail channel within existing finance parameters through operational improvements across the business as a whole
- Defining strategy and priorities for the business to incorporate the new digital offering, adapting traditional retail practices to ensure all sales channels supported each other and provided a better customer experience across the brand.
- Overall responsibility for design, branding and UX across all retail channels
- Responsibility for hiring and growing a team that would support the new digital channel, and for ensuring training and support for existing teams to allow for a successful integration into the existing business.
- Source and manage technologies, services, and vendors to meet the business objectives.
- Provide ongoing project management to ensure successful delivery of all phases of the project to completion, and then provide a supported transition to day to day operations

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Linens Direct, June 2006 - July 2017
Multiple roles

My role at Linens Direct was extensive. Starting as stock control manager in 2006 I worked diligently to the position of Head of IT and Digital Services. In this role I managed strategy and direction of all the businesses technology, as well as leading the digital services of an omnichannel retailer. As a member of the leadership board I reported directly to the MD and collaborated with the other department heads to manage the day to day running, and direction of the business. I had responsibility of managing several teams, the budgets for IT, Digital services/eCommerce, and Marketing as well as significant input into operations and sales strategies. During my time at Linens Direct I gained experience that gives me a unique understanding of all aspects of a business, and how they need to work in synergy to be successful, beyond just delivering a technology solution.

Key Achievements:

- ✓ Reduced hardware support budget by 95% by bringing in house
- ✓ Reduced Third Party support budget by 60% by engaging a new provider
- ✓ Reduced location IT setup costs by 35%, and increased ongoing uptime/reduced support calls significantly, by re-speccing, and re-sourcing hardware, and developing staff in house to carry out installations and maintenance.

- ✓ Modernised key areas of the business through several projects, such as the rollout of Wi-Fi networks, introducing location based, and scanner lead picking in the warehouse, introduction of document scanning and intranet file storage, integrating department systems and software, and the introduction of a VOIP system.
- ✓ Relocated head office IT infrastructure to a new premise with only 3 hours downtime
- ✓ Project managed and launched two websites, and a third online company from start-up to online trade
- ✓ Introduced, and managed, email marketing campaigns, and google shopping campaigns
- ✓ Redefined adword campaign, and social media strategy to make campaigns profitable, and gained approval for increased budget in this area from sub £25k a year to over £200k a year
- ✓ Took the website as a retail channel from 30th in the company to number 1 during peak trading period, and top 3 during general trading periods, in the space of 6 months.
- ✓ Reduced stock loss at stock take to within a 0.5% margin company wide
- ✓ Reduced staff absence across several departments through staff mentoring and application of company policy

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Linens Direct
Head of IT and Digital Services, 2015 – July 2017

- Overall responsibility for all technology systems and infrastructure across multiple sites including EPOS, CRM, and inventory systems, and their integrity and security.
- Overall responsibility for eCommerce strategy, including the continual development of features on the website, social media and marketing campaigns, and ensuring the website has the correct product offerings in accordance with product / seasonal schedules.
- Defining the direction of the company's technology policy and services, ensuring all technologies work towards supporting the companies long term objectives, and all stakeholders are regularly informed and educated of new and emerging technologies and best practices.
- Setting KPI's for the department's staff to ensure the departments objectives are met and supporting staff with ongoing training and mentoring.
- Managing a staff team, training and mentoring the staff when needed, and recruiting staff where necessary.
- Testing and evaluating new technology, keeping current with the latest technologies and supporting the roll-out of new applications, as well as keeping current with emerging web technologies through relevant blogs, and events.
- Defining the Company's Data and Technology policies and ensuring that all regulatory requirements were met
- Managing third party suppliers, from engagement with new companies to routine contact and ensuring SLA's are met.
- Defining and evolving the PPC performance and SEO rankings of the websites
- Overseeing integrating of website processes into overall business processes.
- Defining, implementing, and supporting teams in delivering robust processes in order to ensure a seamless and continuous customer experience
- Working with other departments in the business to ensure that the eCommerce and digital services channel is in line with the overall strategy and direction of the business.
- Managing budgets, forecasting, and P&L reporting for several departments across two separate business arms

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Linens Direct
IT Manager, 2010 – 2012

- Responsibility for supporting all IT systems, infrastructure, software packages and networks across multiple sites.
- Supporting and driving the delivery and direction of the company's IT policy and services.
- Assisting in the development and deployment of website platforms, FTP sites and other customer facing platforms, providing the necessary reports, data and expertise required.
- Managing a staff team, training and mentoring the staff when needed, and recruiting staff where necessary.
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults.
- Testing and evaluating new technology, keeping current with the latest technologies.
- Providing reports and analysis for other departments and senior management as required, and to support data driven strategy for the business through the use of technology.
- Supporting the roll-out of new applications.
- Responsibility for the security of the networks making sure they are protected from hackers, spam, malware etc.
- Ensuring that the use of all systems complies with the Company's data polices with regards to acceptable use.
- Working with auditors annually to support preparation of company accounts
- Keeping senior managers updated with latest techniques and technology.
- Managing third party suppliers, from engagement with new companies to routine contact and ensuring SLA's are met.
- Negotiating the best price/deal for the Company.
- Maintain the data integrity of our Epos and other IT systems

Linens Direct
Network Administrator, 2008 – 2010

- Installing and configuring computer hardware operating systems and applications.
- Managing user accounts and profiles through active directory and group policy in a windows server environment.
- Monitoring and maintaining computer systems, networks and Telecoms.
- Providing support for the company by talking staff/clients through a series of actions, either face to face or over the telephone.
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults, either in person, or based on information given by other staff.
- Running sales reports and product reports for finance, store managers and area managers.
- Providing IT and Admin support, including procedural documentation.
- Working and communicating on a task until completion (or referral to third parties, if appropriate).
- Prioritising and managing several open cases at one time and respond within agreed SLA's to call-outs.
- Work with third party suppliers ensuring SLA's are met.
- Talking staff/clients through a series of actions, either face to face or over the telephone;
- Set up and maintain products, Store' details and purchasing information on our Epos system.
- Input and process, purchase orders, stock transfers, price changes and other data as required.

Linens Direct
Stock control manager, 2006 – 2008

- Monitor and maintain accurate stock holding figures across the business, report on stock, sales, and stock loss.
- Analyse and report on sales and stock movements, forecast and target stock levels to maximise sales, and implement procedures to minimise stock loss across the business
- Have a thorough understanding of supply chain logistics and warehouse procedures and consider these when implementing policy to minimise stock loss and maximise sales potential.
- Manage a team of staff used for stock taking, ensure they follow procedures and maintain recording accuracy.
- Where areas of stock loss are identified, review, and implement changes to reduce loss.
- Have a thorough understanding of how EPOS and warehousing systems work, and leverage these to produce accurate reporting. To provide relevant training on these systems to staff within the team as needed

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Hobbies/Interests:

I am a keen photographer, which couples well with my love of the outdoors, and I am currently developing my own website to showcase some of my work, in addition to my Instagram page (www.instagram.com/jimbobmccoy).
I enjoy most outdoor activities, including mountaineering and climbing. I enjoy spending time with my family, cooking and also reading and watching films when I get the chance. I have a mind that enjoys learning and so enjoy keeping up to date with new developments in my professional area of expertise, being somewhat of an autodidact. I occasionally play the trumpet, having learned to a professional level as a child, and having a daughter who also learned to play.

Key Skills and experience

Operating Systems

- Windows 98, XP, Vista, 7, 8, 10
- Server 2003, 2008, 2012, 2016
- Mac IOS

Languages

- SQL
- HTML/CSS
- Visual Basic
- JavaScript, XML, SOAP

Applications/Management tools and experience

IT Focused
- ITIL practitioner
- Group Policy
- Active Directory
- Exchange server 2003, 2010, 2013, 2016
- Office 365 and migrations
- ServiceNow and support desk management

- SCCM
- JAMF
- PowerShell
- Waterfall project management
- DHCP
- Terminal server management
- VPN and remote access configuration

- Firewall configuration
- Hardware based web content filtering
- Antivirus installation and maintenance
- Backup policy planning and implementation
- Planned management of WUS policies
- Print server management
- Wireless networks
- PWAN maintenance
- Server installation planning
- VOIP, ISDN30 and ISDN2 telephony
- VMWare
- CCTV planning, installation and maintenance
- Macro Scheduler
- Mobile scanner terminals/handheld PDA's
- PDQ terminal installation and maintenance
- PCI compliance
- Third party supplier/vendor management
- SLA's
- Data protection policy
- Disaster recovery planning
- Asset management and tracking

Digital Services focused
- Adobe Creative suite
- Google analytics
- SEO
- Google paid campaign management
- Mailchimp campaign manager
- Social media campaign management
- Promotional calendar planning/management
- Feefo
- Jira issue and project tracking software
- Multiple ecommerce platforms
- Project management
- Prince 2 and agile methodologies
- Scrum Master