

## **Lee Payne**

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### Profile

An experienced, focused, determined, and enthusiastic IT leader with a proven history across the entire technology stack in both technical implementation and managerial roles.

### Professional bodies

- Chartered member of the Chartered Management Institute
- Member of the Association of MBA's

### Career History

#### **August 2022 – Present, BJSS**

##### **Position: Managed Services Engineering Lead**

- Responsible for all managed services engineers within BJSS (45 engineers)
- Responsible for aiding in the resourcing of engineers on engagements
- Run quarterly updates with each engineer individually to ensure they remain on track for their progression.
- Implemented a robust career development strategy.
- Implemented a progression strategy for the engineers.
- Implemented a skills and competency matrix to allow for self-identification of training needs.
- Implemented Tech-ops reviews of engagements.
- Lead the improvement of patching and monitoring across engagements.

#### **September 2021 – August 2022, Nagra Media**

##### **Position: Engineering Manager**

- Managing a team of 5 engineers,
- Responsible for AWS accounts & budgets,
- Responsible for all CI/CD pipeline tooling and golden images
- Introduced terraform to reduce infrastructure build time from 4 hours to 15 minutes
- Improved security by migrating by utilizing AWS Session Manager and Azure AD
- Moved build infrastructure to a fully containerized solution
- Implemented workflow management
- Migrated build infrastructure to Fargate saving 88% of the cost

#### **July 2019 – September 2021, Computershare**

##### **Position: Web Environments Manager/DevOps Manager**

- Managing a team of 9 engineers across 4 sites within Europe,
- Implementing Site Reliability Engineering (SRE) and DevOps ideas,
- Capacity management, CAPEX & OPEX planning
- Mentoring, performance management, appraisal, and development plans for the team.
- Reduced the average age of tickets by 22 days to 4 days,
- Reduced the volume of tickets into the team by 56%

- Reduced out of hours callouts by 90%,
- Reduced OPEX by reducing tooling in use.
- Embedded operational support for M365 into existing team structures.
- Implementing chatbot functionality to the service desk

#### **March 2018 – July 2019, Computershare**

##### **Position: Server, Storage, Data Centre, and Open Systems Manager**

- Responsible for 13 engineers across 2 sites in the UK,
- Managing the CAPEX and OPEX requirements for the data centers, servers and infrastructure software products (exchange, active directory etc..).
- Managed a portfolio of CSI projects to fix long outstanding issues
- Reduced the support ticket backlog by 70%,
- Merged two disparate teams into one with no turnover of staff,
- Reduced security vulnerabilities by 80%,
- Introduced the usage of cloud services to enable faster response in the event of DR.

#### **March 2016-March 2018, Computershare**

##### **Position: Network & Voice Manager**

- Expanded the team from 2 to 8 engineers across 2 sites,
- Transitioned some tasks to the service desk to reduce cost,
- Introduced a skills matrix and development plans to reduce skills gaps
- Managed the CAPEX & OPEX budget for the team
- Oversaw a large switch replacement programme across multiple sites throughout EMEA.

#### **July 2013-March 2016, Computershare**

##### **Position: Network Engineer**

#### **2006 – June 2013, Computershare**

##### **Position: Server Support Engineer**

#### **2004 – 2006, Kennet and North Wiltshire PCT**

##### **Position: Desktop/Server Support Engineer**

### Formal Education

- MBA Technology Management (pass). The Open University, 2014-2018
- Level 5 Diploma in Leadership & Management (pass), Chartered Management Institute, 2014
- Certificate in Business Administration (pass), Swindon College, 2005
- BSc (Hons) Computer Science (2:1), University of the West of England, 2000-2004

### Professional Qualifications

- ITIL 4 Managing Professional
- ITIL 4 Strategic Leader
- PRINCE2 Practitioner
- Microsoft Certified AI Engineer, Security Engineer (Associate level)
- Microsoft Certified Azure Solutions Architect, Devops (Expert level)

- Microsoft Certified Azure Administrator
- Microsoft Certified Systems Administrator Server 2016 (MCSA Server 2016)
- Microsoft Certified Systems Expert: Cloud Platform and infrastructure (MCSE 2016)
- Terraform Certified associate
- AWS Certified Solutions Architect (Associate)

#### Hobbies and Interests

I am a keen PADI qualified Scuba Diver having dived in Australia and Turkey, I enjoy hiking, trying new restaurants and cuisines, reading both technical and non-technical books as well as spending as much time with my family that I can.