

SCOTT TUCKER

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Profile

A highly motivated and adaptable IT professional seeking a challenging role that will enable me to continue to grow and develop the skills I have built to date. I have extensive experience working in & managing high-performing IT teams, including those operating across multiple time zones and have worked closely with C-suite stakeholders at a rapidly-scaling organisation to equip the business for growth and drive change.

Work History

Pion! (formerly StudentBeans) (London)

IT Operations Manager

December 2022 – May 2024

- Built the business's internal IT function from the ground up & removed reliance on outsourced support companies, improving service delivery and reducing time-to-resolution
- Introduced strategic direction to IT decision-making, including the development and execution of IT/Cyber-security roadmaps
- Acted as the sole port of call for all IT queries for the business, covering 300+ users across multiple continents and timezones
- Overhauled and modernised the company's Mac MDM (Jamf) infrastructure
- Led the business through multiple due-diligence and cyber-security audit processes, including CyberEssentials
- Controlled IT budgets and reduced overheads through renegotiation of contracts and rationalisation of systems
- Managed and improved the business's cloud-based collaboration tools (Google Workspace, Slack etc.), ensuring a high level of user experience without sacrificing cyber security

AKA Group (Global)

Head of IT

November 2019 – June 2022

- Developed and executed the group-wide IT strategy.
- Undertook multiple industry-required security audits (TPN, CDSA et al.)
- Responsible for carrying out internal security and process audits of business units within the group.

- Overall management of all aspects of IT within the AKA group, including procurement, project planning and delivery, systems & budgets
- Transitioned the business to fully remote working during the Covid-19 pandemic, including users working with sensitive data
- Transitioned legacy workloads to scalable, secure cloud platforms
- Integrated & standardised IT systems and services in acquired companies.
- Management of a highly skilled team of IT professionals providing support to seven offices globally.
- Worked with the senior leadership team to implement a full Business Continuity & Disaster Recovery plan for the group.

AKA (London, UK)

Lead Systems Engineer

January 2017 – November 2019

- Responsible for the day-to-day running of the department, in conjunction with the Head of IT. In control of task allocation & ensuring service delivery is maintained during normal operations (BAU).
- Managed global transition from multiple individual domains and email platforms to a centralised, cloud-based messaging platform and single group domain.
- Primarily responsible for planning and implementing modernisation of the group's virtualisation stack (hardware & software), across three continents.

AKA (London, UK)

System Support Analyst

September 2013 - January 2017

- First-line support on all network and desktop queries
- Experience in working on a busy tiered helpdesk (supporting six offices across three continents), with a strict adherence to SLAs
- Handled all levels of support queries, from simple helpdesk queries to in-depth troubleshooting of complex issues with bespoke systems, escalating to IT seniors where required
- Expert support on desktop infrastructure (inc. deployment & patching)
- Print fleet maintenance
- Responsibility for ensuring patching and network design standards are adhered to
- Monitoring & maintenance of all meeting room AV equipment & reporting faults to necessary parties if issues are found
- Management of the AKA Group asset list and tagging of equipment where required
- Worked with IT support staff at other group companies to share knowledge and skills
- Proposed and carried out an upgrade of all AKA Group desktops (~150 machines)
- Deputised for the IT Manager where required

Independent IT Contractor
Various

Throughout

- Network (LAN/WAN) overhauls
- Datacentre rationalisation & consolidation
- High-level support, both in-person and remotely

Key skills

OS: Mac OS (10.6-14.5) & Windows (7, 10, 11 & Server 2012+)

Cloud: Azure, AWS, Google Workspace, Office 365, Adobe suite, cloud migrations, Slack, Atlassian

Endpoint: Management with Microsoft MECM & Jamf Pro/Cloud

Hardware: Ubiquiti, Lenovo, Dell, Apple, HPE/Aruba, Cisco Meraki

Identity: Active Directory (& Entra ID), hybrid environments, SSO configuration

Networking: Secure LAN design, remote-first network infrastructure

Management: Servant leadership, education & mentoring

Interests

Cooking, archery, gaming, reading & photography

Education

Reigate Sixth Form College

2010 - 2012

A-levels

- Spanish – B
- Applied Science – Distinction
- History – D

**The Warwick School, Redhill,
Surrey**

2007 - 2010

- 13 GCSEs, including English, Maths & Triple Science all at C or better

References

Available upon demand.