Marc McRae

Technical Account Manager - Cloud Operations

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Technical Account Manager partnering with enterprise customers to stabilise and scale AWS-hosted commerce platforms. Blend of cloud operations, ITSM, and customer advocacy: driving incident response, change management, and cost optimisation while aligning teams across engineering, SRE, Product, and Customer Success. Familiar with ECS, Docker, Terraform/Terragrunt, PHP toolchain, and PaaS delivery models.

TOP SKILLS

- **Cloud & Platform:** AWS (ECS, EC2, S3, VPC), Docker, Terraform/Terragrunt, Linux, PaaS
- **Operations & Reliability:** Incident/Problem/Change (ITIL), RCA, runbooks, service readiness, service transition
- **Customer & Delivery:** Technical account management, stakeholder comms, vendor management, distributed team leadership
- **Security & Governance:** Cloud security fundamentals, responsibility model, policy/standards implementation
- **Quality Assurance (QA)**
- **Team Building & Development**

RELEVANT PROFESSIONAL EXPERIENCE (most recent first)

Spryker - Technical Account Manager, Cloud Centre Operations (2022 to present, remote)

Cloud-first modern managed service provider Platform-as-a-Service solution for global enterprises building eCommerce.

● Act as POC for high-revenue accounts, coordinating changes and incident response across Engineering, SRE, CSMs, and Product to reduce MTTR and change risk;

● Lead service improvement plans (ITIL) and clarify the shared responsibility model for Spryker Cloud Commerce OS, improving handoffs and accountability;

● Triage and prioritise critical tickets, streamlining L3 workflows across time zones;

● Drive maintenance and upgrade programmes for legacy PaaS environments; mitigate risks during code and infra releases;

● Optimise AWS costs in partnership with Cloud Ops and CSMs;

Key Results:

● Unblock customer escalations alongside CSMs;

- Improve transformation pace while balancing stability vs. change velocity;

- Positively affect transformation but with a sensible balance between change rate and stability;

- Continuously help drive various cost efficiencies across Spryker AWS Cloud Operations;

- Accelerate incident resolution by joining technical bridges and eliminating handoff gaps;

- Schedule and orchestrate change windows for priority customers as primary POC;

Exonar – Head of Customer Operations (2021 to 2022, Reading, UK)

Exonar's data discovery platform provides organisations with ultimate visibility into their data, using machine learning.

- Lead three 2-person squads to strategically address different areas of the business, through grass-roots changes across service operations, refining processes and knowledge to improve ticket handling quality and speed;

- Lead technology initiatives with a service-based focus, interfacing with both individuals or entire technical teams;

- Supported implementing company software into the various customer environments (cloud & on-prem) and through the support lifecycle, making sure that the current customer base is happy;

- Facilitated design of systems, tools, training and processes for people and businesses to succeed;

- Guided cloud migration strategy and evaluated a Docker/Kubernetes stack for scalability;

- Participated in design, implementation, monitoring and evaluation of projects;

- Implemented policies & standards;

Key Results:

- Assisted in an initiative to move the company software product to the cloud;

- Started implementation of new tools;

DeuxeMM Digital Solutions – Director/Founder (2017 to 2021 Western Cape, South Africa)

IT projects, process design & support for ad-hoc clients.

- Interfaced with a diverse range of clients to complete development of sophisticated projects within budget and ahead of schedule;

- Directed all aspects of technical support throughout the implementation process;

- Participated in skills development and training;

Key Results:

- Identified solutions that meet business requirements and contribute to the actualisation of organisational goals;

- Maintained open lines of communication with clients to ascertain a timely delivery;

- Secured contracts with Capitec Bank, Pinnacle ICT, CTU Training, Skynamo, and City Logistics;

- Entrusted to train and mentor 14 junior managers at Pinnacle IT;

Interoute (ISP) – Senior Service Manager (2014 to 2017 London, UK)

Service Management with technical & operational knowledge.

● Interfaced with customers to address operational performance concerns and then interpret requirements into specific goals;
● Oversaw development and delivery of platforms designed to enhance client's capacity for connectivity, communications, computing, and security product sets;

● Collaborated with cross-functional teams to support the accurate implementation of new products and solutions for the customer;

● Regularly reviewed performance metrics to ensure customer satisfaction and make recommendations for improvements;

● Facilitated testing and proving of processes to improve internal efficiencies and determine necessary resource levels;

Key Results:

● Added MTTR/SEV1 improvements by implementing a Major Incident Management (MIM) service outage process that garnered mandatory support of all IT service suppliers;

● Commended by senior leadership for providing exceptional service to the firm's biggest account, DS Smith with a MRC of €1M per month (in 2016);

● Completely revamped the monthly reporting metrics, data & format and set up a reports repository for a key customer;

Vodacom Business/Vodafone – Problem & Project Manager (2012 to 2014, JHB, South Africa)

Service Management with technical & operational knowledge.

● Served as an active participant on a senior team committed to achieving business change through service process improvements;

● Conducted root cause analyses and developed bespoke solutions while improving knowledge management within 24x7 NOC (3 x 40 staff, across 3 x 8 hr. shifts) staff & other teams;

● Collaborated with Product Development assisting in implementation of new products and solutions;

Key Results:

● Secured 10K POS SIMs from MTN to Vodacom on a one-night cutover without any service interruption;

● Assisted service level managers to align, deliver, and exceed service level agreements;

● Main driver and project manager in setting up and testing a full NOC DR site;

Adcorp Group (owner of Torque IT & Kelly Group) – Technical Solutions Architect (2009 to 2011 JHB, South Africa)

Initial role as Cisco & ITIL Trainer, progressing into technical solutions architect.

● Provided technical support to CIO and business analysts in aligning business and infrastructure architecture;

● Facilitated regular team meetings to allocate resources and investigate strategic IT trends to advise on governance framework;

● Reviewed architectures for quality, suitability and strategic fit and guided the technical community in the adoption of new tools and systems;

Key Results:

● Successful promotion to another part of the company, and a different role, after serving successful 1-year tenure as a Cisco Networking & ITIL Trainer;

● Championed a solution that mitigated a $1M licensing fee for the main legacy Enterprise Resource Planning (ERP) system;

ADDITIONAL EXPERIENCE

● ICT Service Manager, Discovery Holdings (including VitalityHealth & VitalityLife) - Johannesburg, South Africa

● IT Consultant, 2KO International - Cape Town, South Africa

● Technical Project Manager, Pershing - Bank of New York Mellon Limited - London, UK

● IT Services & Projects, Deutsche Bank - Sydney, Australia

● IT Services Support, NM Rothschild Bank - Sydney, Australia

EDUCATION AND CERTIFICATIONS

Software Engineering

● London South Bank University - London, UK
● South Thames College of Further Education - London, UK

Certifications

Linux (LPIC-1) · Project Management, Prince 2 · ITIL v2/v3 Foundation, Practitioner, Manager · AWS Certified Solutions Architect - Associate · CiscoTCP/IP, DNS, MPLS, IPSec/SSL, LAN/WAN · Previously: 2 x MCSE + Security; Microsoft Certified Trainer (MCT)

Courses

DevOps Essentials · Docker & Kubernetes · Ansible · Terraform · Python for network automation

Previous Professional Development

Software Engineering, SSADM · Project Management · Software Development in 'C' · Systems Software · Computer Organisation · SQL & Relational Databases · Object Oriented Techniques · Mathematical Methods · SystemTesting & Implementation · Network Engineering · Enterprise Architecture (TOGAF & OBASHI) · Business & Process Analysis/Improvement