



Marc McRae

Senior Manager

Technical Account Manager (Cloud Operations / PaaS)

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Professional Summary

Technical Account Manager / Customer Success Engineering leader with 33 years in infrastructure, cloud operations and service management. Currently TAM for enterprise customers on AWS-hosted platforms (remote, multi-timezone), owning technical relationships, escalations, operational governance, and improvement roadmaps. Strong in networking + cloud + security fundamentals, incident/problem/change/RCA leadership, and translating complex technical risk into clear executive-level decisions and outcomes.

Core TAM Strengths (Enterprise / Cloud / Security)

- Enterprise Technical Account Management (TAM): primary technical POC, trusted advisor, service governance, and success planning across strategic accounts.
- Customer-facing technical leadership: escalation ownership, stakeholder communication, and QBR-style service reviews / technical workshops.
- Adoption + optimisation + roadmap alignment: drive onboarding outcomes, integration coordination, best-practice guidance, and value realisation planning.
- Cross-functional delivery orchestration: align Engineering, SRE, Product, Support, and CSM/Sales on priorities, blockers, and customer outcomes.
- Network + cloud security fundamentals: security governance, shared responsibility, and risk-based decisioning across cloud environments.
- ITIL-aligned operations: Incident, Problem, Change, and RCA facilitation; stable service operations under pressure.
- Cloud & platform engineering: AWS + Linux + Docker + Terraform; strong observability / telemetry (monitoring, logging, tracing) and operational optimisation.
- Service Improvement Plans (SIPs): short-cycle improvement delivery as structured mini-projects with measurable outcomes.
- Planning & change orchestration: maintenance windows, upgrades, and platform transformations with quality-first execution.

Core Project & Infrastructure Capabilities

- Enterprise customer governance: technical account ownership, stakeholder alignment, escalation leadership, expectation management, and success planning.
- Operational leadership (ITIL): Incident / Problem / Change governance, RCA facilitation, corrective / preventative actions, and reliability improvement.
- Customer-facing technical delivery: onboarding support, solution optimisation, integration coordination, and best-practice guidance.
- Executive-ready reporting & reviews: QBR / QOR-style operational narratives, KPIs, risk registers, and roadmap alignment across teams.
- Cross-functional orchestration: drive outcomes through Engineering, SRE, Product, Support, Architecture, and CSM / Sales.
- Cloud/platform fundamentals: AWS, Linux, Docker, Terraform; strong telemetry foundations (monitoring / logging / tracing) to improve MTTR and service quality.
- Security & risk fundamentals: shared responsibility, security governance awareness, and risk-based trade-offs for enterprise environments.
- Programme delivery: structured planning, scope / risk control, dependency management, and change scheduling across maintenance, upgrades, and transformations.

Project Portfolio Highlights

- Enterprise integrations & infrastructure programmes: network / data centre integrations for global financial clients (Credit Suisse, Pershing, Deutsche Bank).

- Observability & telemetry uplift: migration from New Relic to Grafana / Prometheus / OpenTelemetry; improved operational visibility and incident response.
- Resilience engineering: DR planning, testing and implementation across MSP / CSP-hosted environments.
- Service improvement & stabilisation: major improvement programmes across NOC, SRE, Support and Operations; reliability and process maturity uplift.
- Cloud platform delivery: cloud migration and platform stabilisation initiatives (AWS ECS, PaaS environments).
- Infrastructure transformation: capacity expansion and transformation initiatives across ISP / MSP / CSP estates.
- Operational maturity: Service Desk and global operations uplift (process, tooling, and ways of working).

CURRENT ROLE

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

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

Cloud-first managed PaaS for enterprise eCommerce customers on AWS. Own technical account success for strategic customers: adoption/optimisation, escalations, operational governance, and cross-functional alignment across Engineering/SRE/Product/Customer Success to improve stability, performance, and customer outcomes.

Scope: High-profile enterprise accounts across EMEA/APAC + shared responsibility for US multi-timezone customers; tailored operating cadence per customer (no one-size-fits-all).

Core Functions

- Trusted advisor / primary technical POC for high-revenue enterprise accounts: account governance, risk assessment, change planning, stakeholder comms, and incident leadership across Engineering/SRE/Product/CSMs to reduce MTTR and improve stability.
- QBR / QOR-style operational reviews: build Quarterly Operations Reports to support planning cycles, prioritisation, stability posture, and cross-functional visibility across performance and operational maturity.
- Service improvement programmes (SIPs): lead 2–3 week ITIL-aligned SIPs as mini-projects—scope, plan, execute and mature shared responsibility to strengthen accountability and execution across teams.
- RCA / problem elimination: lead RCA sessions and structured investigations to deliver actionable findings, clear owners, timelines, and preventative controls.
- Observability & telemetry uplift: supported metrics definition/validation during New Relic buildout; coordinated knowledge-sharing through migration to Grafana / Prometheus / OpenTelemetry for consistent operational telemetry.
- Escalations + ticket quality: triage/prioritise critical tickets, guide response quality, and streamline L3 workflows across global time zones.
- Maintenance / upgrade orchestration: plan and execute change windows for legacy PaaS environments; manage dependencies, mitigate risk, coordinate delivery end-to-end.
- Cost optimisation (AWS): drive structured efficiency initiatives with Cloud Ops and CSMs; influence architectural and operational decisions through data-driven recommendations.
- Acted as voice-of-customer into Engineering/Product: captured recurring issues, prioritised fixes, and tracked outcomes.

Key Results:

- Unblocked customer escalations by coordinating multi-team actions and maintaining clear progress visibility.
- Accelerated incident resolution by coordinating technical bridges, removing blockers, and tightening ownership handoffs.
- Delivered measurable AWS cost efficiencies through sustained optimisation initiatives.
- Improved transformation pace by balancing change velocity with operational stability and technical integrity.

ADDITIONAL PROFESSIONAL EXPERIENCE (most recent first)

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

Data discovery platform delivering visibility into organisational data using machine learning.

- Led three small squads (2 people each) driving practical improvements across service operations: workflow, knowledge, and ticket handling quality/speed.

- Owned customer-facing support lifecycle and adoption outcomes across cloud and on-prem customer environments.
- Partnered with Engineering/Product to prioritise operational issues, tooling, and customer-impacting improvements.
- Facilitated design of systems, tools, training and processes to raise team effectiveness and customer experience.
- Contributed to cloud migration strategy; evaluated Docker/Kubernetes options for scalability and delivery consistency.

Key results: supported the initiative to move the product to the cloud; began implementation of improved tooling.

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

Independent delivery of IT projects, process design, and client support for ad-hoc engagements.

- Delivered end-to-end client programmes: requirements → solution design → implementation → support, with clear stakeholder comms.
- Directed technical support during implementation and adoption, ensuring stable handover and operational readiness.
- Led training and skills development for client teams as part of delivery.

Key results: secured contracts with Capitec Bank, Pinnacle ICT, CTU Training Solutions, Skynamo, and City Logistics; trained/mentored 14 junior managers at Pinnacle.

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

Customer-facing service management with strong technical and operational depth (connectivity / communications / computing / security product sets)

- Owned service governance for key accounts: operational performance, stakeholder engagement, and improvement planning.
- Translated customer needs into measurable service goals and coordinated delivery across cross-functional technical teams.
- Led implementation oversight for new products/solutions and ensured service readiness through process proving and operational rehearsal.
- Drove performance reporting and service review cadence, using metrics to recommend targeted improvements.

Key Results: improved MTTR/Sev1 outcomes by implementing a Major Incident Management process with mandatory supplier participation; recognised for exceptional delivery on the largest account (DS Smith, ~€1M MRC in 2016); rebuilt monthly reporting metrics and created a reporting repository.

Vodacom Business/Vodafone – Problem & Project Manager (2012-2014 | Johannesburg, South Africa)

Service management with technical and operational ownership in a 24x7 environment.

- Drove service process improvements as part of a senior team delivering business change through operational maturity uplift.
- Led RCAs, knowledge improvements, and bespoke remediation across a 24x7 NOC (3 shifts, ~120 staff total).
- Partnered with Product Development to support implementation and operationalisation of new products and solutions.

Key Results: executed a one-night cutover of 10K POS SIMs with no service interruption; supported SLA alignment and delivery across service level managers; led setup and testing of a full NOC DR site.

Adcorp Group (Torque IT & Kelly Group) – Technical Solutions Architect (2009–2011 | Johannesburg, South Africa)

Progressed from Cisco/ITIL training into architecture-focused delivery.

- Supported CIO and business analysts to align business requirements with infrastructure and architecture decisions.
- Reviewed architectures for quality/suitability/strategic fit and guided adoption of tools, standards and governance practices.
- Facilitated resourcing, technical planning, and strategic IT trend evaluation to inform decision-making.

Key Results: promoted after successful tenure as Cisco Networking & ITIL trainer; championed a solution that avoided a \$1M ERP licensing fee.

EARLIER EXPERIENCE (1992–2009) - Selected roles

- Discovery Holdings – ICT Service Manager
- 2KO International – Technical Manager & Consultant
- Pershing / Credit Suisse – Technical Project Manager
- Deutsche Bank – Senior Infrastructure Support/Projects
- Rothschild Bank – Senior Desktop/Infrastructure Specialist
- Bankers Trust – Senior Support & Site Management
- Cheyenne / CA – NT Team Lead
- Core Services – Consultant
- Self-Employed – IT Projects & Support

EDUCATION AND CERTIFICATIONS

Certifications / training

Google Cybersecurity Professional Certificate (Coursera/Google, Dec 2025 — Python, Linux, SQL, SIEM/IDS); Linux (LPIC-1); PRINCE2; ITIL v2 /v3 (Foundation / Practitioner / Manager); AWS SAA; Cisco (TCP/IP, DNS, MPLS, IPSec/SSL, LAN/WAN); DevOps (Docker, Kubernetes, Ansible, Terraform); Python (network automation, cyber, cloud); Previous: 2× MCSE + Security; MCT.

Previous Professional Development

Software Engineering; SSADM; Project Management; C; Systems Software; Computer Organisation; SQL/Relational DBs; OOP; Mathematical Methods; Testing/Implementation; Network Engineering; Enterprise Architecture (TOGAF, OBASHI); Business/Process Analysis & Improvement

Software Engineering

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