# Marc McRae

## Senior Manager

Cloud Operations, Service Management, Technical Project Management

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## PROFESSIONAL SUMMARY

A 33-year international IT leader with deep grounding in Infrastructure, Cloud Operations, Service Management, and Project Delivery across MSP, CSP, ISP, and enterprise environments. I excel at the intersection of project governance, delivery discipline, and technical depth—driving project lifecycle structure, stabilising services, and improving cross-team performance.

My leadership style blends autonomy with high accountability: setting clear expectations, maturing processes, and enabling teams to deliver predictable, high-quality outcomes. I bring hands-on understanding of modern infrastructure—cloud, virtualisation, networking, security, automation—as well as strong PMO-aligned experience leading multi-team delivery, SIP mini-projects, RCA programmes, reporting cycles, and service improvement initiatives.

## TOP SKILLS

• Cloud & Platform Engineering (AWS, Linux, Docker, Terraform) with good observability and telemetry knowledge.
• ITIL-aligned Operational Leadership across Incident, Problem, Change, and RCA facilitation.
• Delivery of short-cycle Service Improvement Plans (SIPs) as structured mini-projects with measurable outcomes.
• Cross-functional coordination with Engineering, SRE, Product, and CSM teams to maintain delivery momentum.
• Customer-facing technical leadership: escalations, stakeholder communication, and service-level governance.
• Cloud security & governance awareness, including shared responsibility models and standards adoption.
• Strong planning, scheduling, and change orchestration across maintenance, upgrades, and transformations.
• Quality-driven execution with a continuous improvement mindset and a track record in stabilising cloud operations.

## CORE PROJECT & INFRASTRUCTURE CAPABILITIES

• Project & Programme Delivery: structured planning, scope definition, risk awareness, customer governance.
• PMO Leadership: team development, performance management, reporting dashboards, delivery frameworks.
• Cross-Functional Alignment: Engineering, SRE, Product, CSM, Support, Architecture.
• Infrastructure Expertise: AWS, virtualisation (Proxmox/KVM/VMware), networks, security, DC fundamentals.
• Service Management: ITIL v2/v3/Manager, RCA leadership, SIP projects, Change/Incident/Problem.
• Data-Driven Delivery: metrics, operational reports, QORs, KPI frameworks.
• Customer Engagement: enterprise account leadership, escalations, expectation management, technical governance.

## PROJECT PORTFOLIO HIGHLIGHTS

• Cloud migration & platform stabilisation projects (AWS ECS, PaaS environments).
• Observability uplift: NewRelic → Grafana/Prometheus/OpenTelemetry.
• DR planning, testing and implementation across MSP/CSP environments.
• Major service improvement programmes across NOC, SRE, Support, and Operations.
• Network and datacentre integration projects (Credit Suisse, Pershing, Deutsche Bank).
• Infrastructure transformation & capacity expansion initiatives (ISP/MSP/CSP).
• Service Desk & operational maturity uplift for global and regional teams.

## 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.*

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, PHP toolchain, and PaaS delivery models.

My role is primarily involved with high-profile enterprise customers across EMEA, APAC & shared responsibility with our USA team for our multi-timezones American customers. There was no "one size fits all" for any of our customers.

### CORE FUNCTIONS
● Assist in establishing and validating metrics during the NewRelic observability buildout, followed by coordinated knowledge-sharing during the migration to Grafana/Prometheus/OpenTelemetry to ensure consistent operational telemetry.
● Build Quarterly Operations Reports (QORs) to support planning cycles, prioritisation, and cross-functional visibility across stability, performance, and operational maturity.
● Lead 2–3-week ITIL-aligned Service Improvement Plans (SIPs) as structured mini-projects—scoping, planning, executing, and maturing the shared responsibility model to strengthen accountability across teams.
● Lead Root Cause Analysis (RCA) sessions and drive structured technical investigations to deliver actionable findings, defined owners, timelines, and preventative controls.
● Act as POC for high-revenue accounts, coordinating change planning, risk assessments, stakeholder communication, and incident response across Engineering, SRE, Product, and CSMs to reduce MTTR and improve platform stability.
● Triage and prioritise critical tickets to guide engineering response quality; streamline L3 workflows across global time zones.
● Drive maintenance and upgrade programmes for legacy PaaS environments by planning change windows, aligning dependencies, mitigating risks, and coordinating execution end-to-end.
● Optimise AWS costs through structured, data-driven efficiency initiatives with Cloud Ops and CSMs to influence architectural and operational decision-making.

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

## ADDITIONAL PROFESSIONAL EXPERIENCE (most recent first)

## 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;

## EARLIER EXPERIENCE (1992 - 2009)

● 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

### 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 - System Testing & Implementation - Network Engineering - Enterprise Architecture (TOGAF & OBASHI) - Business & Process Analysis/Improvement