



Marc McRae

Senior Manager

Technical Account Manager (Cloud Operations / PaaS)

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Greater Portsmouth Area, England

Professional Summary

Technical Account Manager / Customer Success Engineering leader with 33 years in infrastructure, cloud operations and service management for enterprise customers on cloud-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 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

Dynatrace - Sr. Customer Success Engineer (2026-present | remote, UK)

AI-powered observability and security platform for enterprise cloud operations and digital experience.

Own technical success for strategic customers by triaging complex configuration and integration issues, guiding platform adoption through discovery and enablement, and partnering with Support, Product, and R&D to accelerate resolution, best-practice execution, and measurable business outcomes.

ADDITIONAL PROFESSIONAL EXPERIENCE (most recent first)

Spryker - Technical Account Manager, Cloud Centre Operations (2022-2026 | remote, UK)

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.
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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