

Alfredo Dos Santos

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EXECUTIVE SUMMARY

A multilingual, dynamic and results-oriented IT professional that spans Strategic Management and a broad base of IT Management, IT Operations and Solution Architecture experience with a background of 'in-the-trenches' Operations, Management & Support. Leadership focused on exploiting technology as a business enabler, lifting efficiency, service and competitive advantage utilising various methodologies and experience to develop and execute on various strategies which is in line with company and business lines strategy. Has an evidenced ability of achieving highly successful results on behalf of a diverse range of clients by identifying potential on line opportunities, matching marketing initiatives, applying innovative IT strategies developing new fit for purpose IT systems and achieving target ROI. Displays a natural ability for the provision of quick resolutions to problems. Is a highly effective communicator who will adopt varied communication techniques to suit the required audience. Provides a support service to individuals on a one-to-one basis; is experienced in the management of teams; can build effective rapport and client trust. Has extensive management skills from a national level to a Global level with co-ordination and resource planning specialisation. Middle and senior management experience with experience with working C level executives and board members presenting proposals and business cases with. Working on various size budgets for various projects and operational requirements. Will be well suited within any IT environment in a management or solution architecture role where career progression and varied opportunity for a highly skilled driven and ambitious individual will be offered.

CAREER HISTORY

June 2019 – Present

Microsoft MEA HQ

Senior Cloud Solution Architect for One Commercial Partner

- Develop a comprehensive business strategy and approach for cloud services for partners and clients
- Cloud Adoption Framework Development for partners and clients
- FSI Digital Banking framework and enablement for banking clients
- Build Governance and Risk Frameworks for cloud for partners and clients
- Assisting partners to migrate workloads
- Building SAP practices and migrating SAP workloads to Azure
- Running workshops and Hackathons enabling partners
- Develop Governance and Compliance strategies with partners and clients
- Build up an operating model and finance models for partners
- Tactical and long term strategy development and road mapping for partners and clients presenting budgets and project timelines to C-Suite stakeholders

Key Projects

- Migration of 6500 workloads from ISP to Azure
- Working with Regulators in Nigeria, Namibia and Kenya to provide guidance around controls for data regulation, sovereignty and private information protection
- Digital Justice Deployment leveraging multiple technologies
- Smart Factories and blockchain support with partners and clients across the region
- Application modernization for several clients
- *Key Responsibilities: Project Management; Senior Technology Architect; Software Asset Management; Management of Virtual Teams; Budget; Timelines; Scope; Risk Management; Integration.*
- *NOTES: Challenges have included working with various Government Departments across various geographies co-ordinating strategies and develop common operating initiatives for cloud and managing multiple Executive stakeholders.*

Cloud Solution Architect for One Commercial Partner

- Develop a comprehensive approach to supporting business in deployment of Cloud services for partners
- Develop Cloud practices in line with the business requirements utilising Microsoft Azure services
- Execute on Cloud Strategy for Partners
- Build up an operating model and finance models for partners
- Work on deals with partners to optimize the solutioning and costing
- Respond to RFPs and support partners on RFPs
- Stakeholder management with C-Suite stakeholders at clients and partners

Key Projects

- Cloud Solution Architect to develop SAP Basis hosting practice for large telco group across 22 countries across Africa
 - Cloud Solution Architect to develop Data Centre Migration practice for 2 large Service Integration Partners within Nigeria
 - Develop an application / devops practice for a Global partner for new developments on Azure
 - Migration of a Global Sports event onto Azure with the big data requirements. Develop roadmap of the application and leveraging new technologies to reach a greater audience
 - Building out a large retail and banking application across Africa and Eastern Europe to target 100 000 SMB/SME enterprises to open unbanked operations across these areas.
 - Develop a comprehensive business strategy and approach for cloud services for partners and clients
 - Cloud Adoption Framework Development for partners and clients
- Key Responsibilities: Project Management; Senior Technology Architect; Software Asset Management; Management of Virtual Teams; Budget; Timelines; Scope; Risk Management; Integration.*
- NOTES: Challenges have included working with various Government Departments across various geographies co-ordinating strategies and develop common operating initiatives for cloud and managing multiple Executive stakeholders.*

April 2017- January 2018 Senior Cloud Manager

Accenture MART

- Develop a comprehensive approach to supporting business in deployment of Cloud services to clients.
- Develop Cloud strategy in line with the business requirements utilising industry best practices for Financial and Government Clients
- Execute on Cloud Strategy for Clients
- Build up operating model and finance models for Clients

Key Projects

- Lead the cloud strategy for a Government Cloud Strategy development, assessment and execution of architecture for Oracle, Microsoft, Hybrid and legacy solutions. Develop migration and operating models to consolidate government departments both Nationally and Locally with the intention of providing citizens with a true digital experience.
- Office 365 migration for 109 000 employees and update on End User Experience and enabling workforce to be mobile.
- Develop Cloud Adoption policy document and business case for South Africa Government

Key Responsibilities: Project Management; Senior Technology Architect; Software Asset Management; Management of Virtual Teams; Budget; Timelines; Scope; Risk Management; Integration.

• NOTES: Challenges have included working with 150+ Government Departments across various geographies co-ordinating strategies and develop common operating initiatives for cloud and managing multiple Executive stakeholders.

- Develop a comprehensive approach to supporting business in deployment of services to banking clients.
- Develop a VSI and VDI strategy in line with the business requirements using openstack, VMware, AWS and Google.
- Develop Data Centre Migration strategy for the various applications to the new data centre and take the technical lead on all designs.
- Managed the creation of RFPs, bids and contracts.
- Design platform architecture for databases.
- Ensured project lifecycles followed a structured methodology.
- Work on DevOPS strategy to improve roll out of releases to applications.
- Develop a storage strategy for the Barclays Africa requirements
- Work on hyper converged solution for the small sites for Barclays Africa

Key Projects

- Lead Solution Architect for the separation between Barclays PLC and Barclays Africa for IS division. Gather application, business and infrastructure requirements and map out to new strategy. Developed a migration strategy for services. 800+ Applications targeted.
- Product Owner for Active Directory. Ensure and own the end to end deployment of a new Active Directory for 13 Banks across Africa. Engage and work with IAM (Identity Access Management) and PAM (Privilege Access Management) teams to develop and execute on a new access strategy for internal users and banking clients to improve experience.
- Office 365 migration for 65 000 employees and update on End User Experience and enabling workforce to be mobile.
- Data Centre Migration and Infrastructure transformation programme for Barclays Africa and ABSA. Reviewing current architecture and developing new architecture standards and operating models adopting new technology capabilities like OpenShift, automation, etc. Develop migration strategy for applications and IT services. Increase capacity and efficacy by 67%. Identified an opportunity to utilise the existing investment in infrastructure for the Barclays Africa data Centre Migration, resulting in a R100 million saving to the project and improving the ROI on existing infrastructure.
- *Key Responsibilities:* Project Management; Senior Technology Architect; Software Asset Management; Management of Virtual Teams; Budget; Timelines; Scope; Risk Management; Integration.
- *NOTES:* Challenges have included working with 10+ business units across various geographies co-ordinating strategies and develop common operating initiatives for cloud and managing multiple Executive stakeholders.

August 2008 – April 2015

Dimension Data

Global Infrastructure and Network Manager

- Developed a comprehensive approach to supporting users, network, hardware and software.
- Provided effective key stakeholder relations were managed
- Created an effective migration of a wide range of systems and servers for various data centre migrations.
- Managed the creation of RFPs, bids and contracts.
- Designed platform architecture.
- Ensured project lifecycles followed a structured methodology.
- Enterprise Solution Design for various environments to ensure optimal design for Dimension Data's strategy. (Network, Infrastructure, Database, SAP, Operation Systems, Oracle)
- Developed and ensure compliance with ISO 27001 standards for the Group and subsidiaries.
- Built out security strategy for internal and external compliance, including perimeter security, vulnerability scanning and penetration testing.
- Manage 11 Data Centres providing standardised service offerings.

Key Projects

- Lead Architect and implementation for SAP ERP migration to Dimension Data Cloud Platform. Consolidation on 58 ERP solutions into the Centrally Cloud Hosted SAP ERP environment. Reduction of OPEX 23%.

- 9 Data Centre Migrations to consolidate services and reduce costs and improve service offerings to clients and business units. The outcome on completion was a 300% increase in global network capacity at no extra expenditure, together with annual savings of £5 million.
- Reduced the organisations carbon footprint and energy consumptions by utilising technical capability and experience of delivering projects focusing on green IT. Resulting in savings of \$1.2m (47%).
- Supported the organisations global strategy through the design and implementation of a Shared Service-Centre of Excellence, enabling the business to be more self sufficient. Operating within a global governance infrastructure, the 24x7 service centre supported 650,000 clients and resolved issues within 2 hours
- Deployed a global MSIS (Managed Security Information Service) across multiple sites to meet the increasing demands to increase proactive response to threats as well as to ensure a continued improvement in the organizations risk and security ratings with clients. Increased sales review by implementing tighter security controls and risk adoption by 11%.
- Architected, designed and built a cloud hosted Online Big Data Platform for the consumption by Global Business Units on the Dimension Data Cloud Platform. Looking at optimising and improving client contracts management and building out intelligent analytics on clients.
- *Key Responsibilities:* Project Management; Senior Technology Architect; Software Asset Management; Management of Virtual Teams; Budget; Timelines; Scope; Risk Management; Integration.
- *NOTES:* Challenges have included working with 100+ business units across various geographies co-ordinating strategies and develop common operating initiatives for cloud and managing multiple Executive stakeholders. Engagement with Clients on Managed solutions.

June 2006 – July 2008

FNB Shared Services

Senior Infrastructure Team Manager

- Delivered high quality management of the infrastructure team and budgets.
- Provided comprehensive project and programme management.
- Ensured the pragmatic, effective and creative solving of significant business and project issues
- Created extensive business analysis and formal requirements documentation and management.
- Managed and delivered technical proof of concepts design and testing.
- Implemented effective risk and issue mitigation and management.
- Coordinated Quality Assurance management and formal review of project initiation documents.
- Solution Design for infrastructure and databases for the various applications.

Key Projects

- Initiated a business transformation programme, to re-engineering the customer approval process. The business benefits were \$25m saving in OPEX and \$13.7m increase in profits as well as a reduction in customer approval times from 14 days to 1 working day.
- Lead the design, project management and implementation of a data centre migration and application transformation programme with a portfolio of R2.2 billion. Identified an opportunity to utilise the existing investment in infrastructure for the data centre migration, resulting in a R100 million saving to the project and improving the ROI on existing infrastructure.
- Develop and execute on a VSI and VDI strategy allowing use of technologies to provision business services in shorter periods reducing from 1 month to 1 hour for a fully provisioned environment business service.
- *Key Responsibilities:* Project Management; Senior Technology Architect; Software Asset Management; Management of Virtual Teams; Budget; Timelines; Scope; Risk Management; Integration.
NOTES: Challenges have included working with 5+ business units across various geographies co-ordinating strategies and develop common operating initiatives for cloud and managing multiple Executive stakeholders. Engagement with Clients on Managed solutions.

EARLIER CAREER

June 2005 – May 2006 Senior Systems Engineer	Sykes Enterprises Incorporated
January – May 2005 (Contract) Senior Engineer (Gaming Specialist)	ITECH (Mozambique)
June – December 2004 (Contract) Senior Delivery Engineer	Swazispa Holdings (Swaziland)
August 2003 – May 2004 Senior Engineer	Telnet Solutions (California, USA)
June 2002 – July 2003 IT Technician	Sun International
February 2000 – May 2002 IT Technician	ADVTECH GROUP

Specialties:

- Operations Management, Cloud Solution Architecture, Storage Architecture, Business Process Engineering, SDLC, Solution Architecture, Business Analysis, Requirements Gathering, IT Strategy, Change Management, Corporate Strategic Management Development Cloud Architecture, Budgets
 - Methodologies - CobIT, ITIL, Prince2, Agile, Service-Orientated-Architecture (SOA), ISMS, ISO27001, SOX, BIAN
 - Cloud Services – Mimecast, Salesforce, Workday, AWS, Dimension Data MCP, Database.com, Microsoft Azure, Microsoft O365
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EDUCATION

2017	BSC Business Administration, International Business	University of London
2017	Information Security	University of London
2014	Accelerated Management Develop Programme – Fast Track Forum (Finance, Strategy, Marketing, Innovation, Leadership, Business Projects)	IE Business School Wits Business School College Campus
2007	FNB Advanced Leadership	Wits Business School
2001	National Diploma Network and Internet Engineering	College Campus
1999	National Diploma Business Computing	College Campus
1999	Matric Including Maths and English	Forest High School

TRAINING

2019	Microsoft Cloud Expert	Microsoft
2019	Microsoft Cloud Associate	Microsoft
2017	Oracle IaaS Cloud Architecture	Oracle
2017	Microsoft Azure Architect (Certified)	Microsoft
2017	SAP on Azure Deployment	Microsoft
2017	Cybersecurity and its Ten Domains	Coursera
2017	Cloud Fundamentals	Cybrary
2017	Understand Cloud Computing	Cybrary
2016	Risk Management Framework	Cybrary
2016	vMware VCP 6.5	VMware

REFERENCES AVAILABLE ON REQUEST