Mark Davies

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Goal:

My goal is to combine my business, operational and technical abilities to work with business leaders to implement innovation and change within organizations.

Summary:

More than 20 years of experience in high-tech industries **developing teams** and solutions in both **business** and **technical areas** achieving a **high level of success** in each activity undertaken. The focus has been delivery of results based on business knowledge and technical understanding in **Acquisitions, Integrations**, **Internet Operations**, **Voice Operations**, **IT Deployment**, **Software Development** and **Project Management**. Prefer **team oriented** and **task driven** approach to problem solving. Strive to improve both **quality** and **productivity** within teams demonstrating **leadership** allowing teams the **freedom** and individuals the **respect** required to be **successful**.

Business Skills:

- **Company Director** of Virtual IT **Feb 2002** until **Nov 2006**, working with the board members comprising of **external independent** private **investors** as well as **business leaders** such as Liam Strong (chairman).
- Started and participated in several **start-up companies** in North America and Europe.
- Developed **business plans** from scratch and **implemented** them.
- **Directed** and **integrated** both from a **business** and **technical** perspective 17 **acquired companies** within the **ISP** and **Telecom** industries.
- Performed **complete operational due diligence** on 25+ ISPs and 25+ Telecom businesses
- Designed and built **IT** and **network infrastructures** for the last **16 years**
- **Defined** and deployed **European wide IT solution** – infrastructure, data centers, sales, customer care, billing and F&A systems
- Built and lead **operational groups** both internally and customer focused – IT, Customer Services
- **Project Managed** and delivered solutions with both **cross-functional** and **intercontinental** teams
- Achieved a **separation of business** into an **independent company** in order to spin it off

Highlights of Experience:

Nov 06 - Present	*Consultant (Independent and MRD Global)* Consultant

- Developed **web strategy** and built **websites** to support a Savannah Georgia business building their franchised business for leasing baby equipment utilizing. Implementation was based on **PHP/MySQL** with **integration** to a multi-company **eCommerce** engine.
- Member of the **advisory board** for baby gear-USA® helping define both **commercial and technical** requirements for the **growth** of the **franchised** base business
- Assisted several companies to realize **IT related changes** or overcome **IT related challenges**.
- Migrated **multi-sited organization** from peer to peer solution into Windows 2003 network within **Kenya** and **Tanzania**
- Analyzed and **reworked processes** used in statistical reporting of **large SQL database** information. Reduced processing times for the 50 million records from about 24 hours to 20 minutes
- Redesigned and **implemented MS-SQL** Database to hold 400Gb of **flat file data** in an efficient **relational** table structure.
- **SQL database management** and database re-organization (splitting into **multiple databases** for **improved I/O** speeds cross the 4Tb **NAS**)
- Recommendations for **monitoring applications** for small and medium sized organizations supplied to outsourced support organization in **Kenya** (**n-Able** and **Spiceworks**).
- **Deployed** solutions for **Intranet programming** and support of custom web sites for **customer service** information presentation

Feb 02 - Nov 06	*Virtual IT Ltd., London UK– Managed Service Provider*
	CTO, Company Directory

Strategic Work

- **Developed** product concepts and **delivered** working **products:** managed IT services utilizing a remotely **managed infrastructure** for onsite and remote services – firewalls, servers, desktop, Active Directory, backup, connectivity, support, etc.
- Design and delivery of two **data centre environments** for internal use, both in London
- Design and **setup organizational structures** and practices for base infrastructure, provisioning of service and support of service.
- Jointly **wrote** the Virtual IT **business plan** with fellow director
- Successful **fundraising** activities performed jointly by both directors which lead to **external investment** from "friends and family" and private investors.
- Driven a **70%** year on year **growth rate** last year (previous years where even higher)
- Business has reached **break-even** and has a **run rate** of £4M per annum
- Planning of next **major transaction** within the business (acquisition, new division, geographical growth, public listing, trade sale, etc.)

Operational Work

- Attend **external Sales Meetings** with staff to provide support and to maintain understanding of customer requirements
- **Closed sales** opportunities during initial phase of the business
- Implementation of a **global network**
  - More than **300 Sites** with 2,500 desktops and **3,000 user accounts**
  - Deployed **data center** with **Windows**, **UNIX**, **Cisco** and **Juniper** hardware
  - Single global **Active Directory Structure** for all sites
  - Linked VPNs between all 300+ sites – security enabled using **Netscreen** firewalls and VPNs
  - Deployed 130+ **domain controllers** within the Active Directory Structure
  - **24/7 monitored security** using a collection of **3rd party** and **internally** written **applications**
  - More than **2,700+ systems** supported **globally** by **central team**
  - Centralized **enterprise level backup** solution for all sites
  - **Managed remote access** solution for all customers
- **Hired** experienced **operational management** team to run the day to day activities.
- Drive the development of the management team and subordinates including key goals of **leadership**, **reporting** and **planning**.
- Developed centralized reporting Intranet using .NET and SQL
  - Lives operational reports from 3rd party **sales**, **CRM**, **Ticketing** and **monitoring** systems
  - **.NET** applications for centralized collection of WMI events and Windows EventLog reporting
  - Classical **Intranet** functionality with development of tools for document management, **change management**, **project management** and the customer database.
  - High proficient in **ASP.NET**, **VB.NET**, **MSSQL**, **Visual Studio**, **Goldmine**, **HEAT**, **NAS** devices, **SAN** devices, **Firewalls** and **VPNs**, **IIS**, **WAN** based applications, **Windows 2003** Client-Server solutions with **Windows XP/Vista** clients

Feb 02 - Nov 06	*AccessKenya Ltd., Nairobi Kenya– Managed Service Provider*
	Consultant Group CTO – 2006 50% in Nairobi

- During 2006 worked 50% of the time in Nairobi providing **hands-on guidance** and **support** to the **business** and **technical teams**
- Provided overall **leadership** for the technical teams (**50 staff**) driving **operational structures**, network **architecture** and **project deployments**
- Identified **technology requirements** to accommodate the **100% year on year growth**
- Implemented **major network redesign** to increase **capacity**, speed and **manageability**
- Selected solutions to **reduce operational expense** and **improve end-user experience**/solution performance
- Implemented **formal project methodologies** for technical engineering team

- Designed **layer 3** solution to allow multiple ISPs to share a **layer 2 wireless local loop** solution, giving **AccessKenya a decisive edge** in the local market
- Introduced **segmented network design** to engineering and operational team leading to the **most stable network of any ISP in Kenya**
- Agreed on **network design** and **hardware requirements** – both technically and **fiscal review**
- Finalized on **Cisco, Red Hat, Netcache, Netscreen** and **Windows 2003 Servers** as core technologies
- **Coached** and **developed local staff** towards providing a **high level of professionalism** within the organization

July 01 -	*NTT/Verio Europe, London UK– Global Enterprise Hosting*
Feb 02	**Consultant IT Directory, Europe**

- **Independent Consultant – Reporting to Head of Verio Europe**
- Provide business experience to Verio Europe's current key **system related initiatives**
- **Lead** the team that **designed** and **implemented** the **Billing solution** based on **PRISM** – **completed** the 6-month **development** and **deployment** of this project.
- Provided **finance group** with **industry knowledge** and practices related to the use and implementation of **Sage Enterprise** (formally Tetra CS/3)
- Drove the initial design of the **Sales Logix** implementation across all of Verio Europe within the requested 2 month window – the completion of the overall project was in conjunction with US teams who utilized the plans from the initial design work.
- Supported other functional areas with **relevant business** and **industry knowledge** including **business planning** at the **European Management** meeting just prior to the completion of the contract.

Oct 00 -	*Primus Telecommunications Europe, London UK– Telecommunications*
May 01	**Vice President, Business Development Europe**

Mergers and Acquisitions Work
- Identified 30+ candidates that were formally reviewed (Due Diligence) as **voice** and **Internet** acquisition targets in Europe
- Introduced **acquisition methodology** and processes throughout Europe
- Drove **complete acquisition cycle** from **prospecting** through **closing**

Strategic Partner Relations
- Developed relationship and **negotiated** contract with **Fibernet** to enable saving of about £1M in annual network costs
- Manage outside vendor relationships for **Pan-European projects** (Salesforce.com, Inktomi, SUN, etc.)

Business Processes
- Pushed **organizational restructuring** for **voice** to a **data** business
- **European Data Center Business** review for **budgeting, sales, role, design,** etc.
- **Implementation** of standard **practices [Commission plans, Forecasting, performance analysis, operational reporting, etc.]**
- Training of **F&A staff** on **data operational** issues (Circuit Billing Reconciliation, Cross boarder sales, modeling, etc.).

Jul 97 -	*PSINet Europe, Geneva Switzerland – Internet Service Provider*
Sep 00	**Director Acquisitions and Integrations, Europe (since Sep 99)**

- Performed **Operational due diligence** on 20+ European ISPs
- **Direct responsibility** for **integration** of 3 PSINet acquired companies (**70 staff members**) and successfully completed the task for the required functions: **sales and marketing, networking, customer operations, F&A, Legal and general management**
- **Project managed** technical/IT aspects of integrations for **14** other PSINet acquired companies

Special Projects
- Separated consumer activities within PSINet Europe into an **independent company** [Inter.net – revenue of **$100M**] – coving customers, staff, infrastructure and legal requirements. The new entities required **the legal creation, F&A procedures, migration of operational staff and migration of the consumer contracts**
- **European POP and Network Analysis** – design and implement a project to identify **cost savings** based on identifying missed inter-functional group dependences and **missing or broken processes** [Circuit Billing Reconciliation, POP Provisioning, Backbone utilization, Profitability and asset management]

Manager Information Systems, Europe

- **Specified** and **built** compete **European systems** and **IT infrastructure**
- Infrastructure **scaled** from the initial **5** European employees to over **750** staff PSINet Europe employees **in 3 years** using **NT servers** and **Windows clients**
- Deployed **solutions** for **sales** [Goldmine], **Customer Care** [Remedy], **Billing** [Infranet] and **F&A** [Tetra]. All are **Oracle** based **client-server** solutions
- Built **internal communication** systems including European **internal web sites**
- **Developed** IT **budget** and tracked against spending (budget and **headcount** about **5%** of total European **revenue** and **headcount**)

Manager Customer Operations, Europe

- **Hired** managers to **build** customer **administration** and customer **support** groups
- **Designed** and built **technical infrastructure** for the **European Technical Center**
- Participated in initial **POP** and **Network** design and **build out** for European
- Initiated Network **Capacity Planning** and **Network Integration** within Europe

Apr 96 - Jul 97 Sense8 SA, Nyon Switzerland - Virtual Reality Software
Technical Support Manager, Europe

- Defined the standards of **service quality** and **customer expectations** for Europe
- **Improved** average **problem resolution time** from several days to within **24hrs**
- Specified the designs for the **sales** and **lead databases** in Europe
- Worked with US to define the needs for a **worldwide customer/technical support database**
- Setup and maintained **IS infrastructure** for Sense8 in **Europe**
- **Sales Engineer** supporting **Pre** and **Post Sales** activities (seminars, presentations, trade shows, customer visits, training, etc.)
- **Manage** support **relationships** between **Sense8** and **European Resellers**

Mar 95 - Apr 96 Autodesk, Inc., San Rafael, California - Computer Aided Design Software
Network Administrator (IV), Engineering Services

- **Administrated** and configured **workstations (Win 3.1, 95, NT, SunOS, Solaris, IRIX, AIX, DEC/OFS, HP/UX** etc.) for the Autodesk's development community
- Managed several **key projects** that directly affected 100's of users
- Worked with management towards **increased productivity** - achieved **a 400% increase** in work completed by the group with only a doubling of head count
- **Trained** all new **team members**

Jan 94 - Mar 95 Megalon, Novato, California - Scientific Software
Technical Director

- One of four **co-founders** of Megalon, a **scientific software publishing** company which had offices in **Switzerland, US, Japan, Italy** and **UK**
- Wrote the **business plan** and **secured funding** to **start-up** operations
- Managed worldwide **software development**, **new product evaluations** and all **technical** requirements
- **Directed projects** with development efforts in **Germany, UK, California, Washington** and **Illinois**
- Created **budget** for and managed all **engineering**, **QA, technical publications** and **computer facilities**
- **Released** seven software products over a ten-month period, which included a **multi-platform TCP/IP** based **Client/Server Database** application
- Built computer-networking infrastructure including leased line **Internet** connectivity
- Worked with **business development**, pre-sales, customer support and **Marketing communications** for **press** activities and **trade shows**
- Provided **technical expertise** during **fundraising** activities for both **private investors** and **venture capital** companies

Dec 92 - Jan 94	**Autodesk, Inc., San Rafael, California - Computer Aided Design Software**
	Lead Software Engineer, Scientific Modeling Division (since Mar 93)

- Directed for all **software development and evaluation** for the division including the release of **HyperChem^{TM} Version 3 for Windows**
- **Worked directly with COO** as part of a companywide evaluation of **potential acquisition** of **core technologies**
- Managed **15 independent software vendors** and provided support for the development of **extensions** to **products distributed by the Division**

Software Engineer, Scientific Modeling Division
- Developed **Windows applications** to interact with **HyperChem^{TM}** (molecular modeling software)
- **Designed** and **built GUI's** as example applications
- Defined a **standard** for **3rd party development** of add-on applications for use with **HyperChem^{TM}**

Jul 91 - Dec 92	**Hypercube, Inc., Waterloo, Ontario - Scientific Software**
	Scientific Visualization Specialist

- Developed software in **C** for both the **Windows** and **UNIX** versions of **HyperChem^{TM}**.
- **Specified**, **designed** and **built visualization subsystem** for the **UNIX** version of **HyperChem^{TM}**
- **Wrote** fully **animated 3D models** with lighting using **mixed mode** programming (**X11** and **GL**)
- Handled all UNIX **builds** including final production **gold mastering**
- Participated in **full product development cycle**

Jun 87 - Dec 92	**Various companies and individuals.**
	Consultant

- **Unix/VMS system administration** – SUN, SGI and IBM
- **Network administration** – Multiple local area networks and **Internet connection**
- Custom **graphical programming** solutions for scientific problems (**volume rendering**, **NURBS**, etc.) **OpenGL**
- **Cross platform** tools for data analysis

Science Background:

Masters level researched in classical mechanical simulations and quantum chemistry calculations using potential energy surfaces. Procedures developed to fit data to semi-classical quantization conditions using multi-dimensional non-linear regression techniques. Utilizing Gaussian 90 software calculations where performed for molecular modeling and quantum chemistry. Worked with many analytical instruments and developed programs to analyze experimental results.

Education:

1991   Graduated with **M.Sc.** in **Chemistry** from the *University of Waterloo.*

1988   Received an **Honors B.Sc.** in **Chemistry** with the **Math Option** and a minor in **Computer Science** from the *University of Waterloo.*

Oct.   Received the **"Bruker Spectrospin Graduate Scholarship"**

1991   Awarded on the basis of the quality of the research paper produced due to the understanding of the instrument used to do the research (for the understanding of both hardware and software aspects of UNIX based computing).

References

- References are available upon request