

Monday, 23 March 2026

PRIVATE & CONFIDENTIAL

FAO: Zepz

Re: Senior Manager - Corp IT

Dear Sirs,

I wish to apply for the above role, offering my extensive technology leadership experience across healthcare, manufacturing, nonprofits, retail, and managed services I present below my credentials for your perusal. My background includes driving IT strategy, transformation, and resilient environments supporting both projects and business-as-usual operations.

As Head of IT Operations at DHU Healthcare, I led IT functions in a regulated 24/7 setting, overseeing infrastructure, cloud, service desk, and modern workplace initiatives, reporting to the Director of IT & Analytics. I present updates to executive teams, manage the IT budget, oversee vendor relationships, and ensure regulatory alignment. Key projects include outsourcing the Service Desk, migrating to Windows 11, upgrading VMware, and deploying technologies like Microsoft 365 CoPilot and Zscaler. I also drive governance through DSPT and ISO 27001 compliance and enhance cyber assurance.

My leadership supports customer service and team development, partnering with clinical and support departments to improve reliability and user experience. Continuous monitoring under my direction has reduced incident response times and strengthened systems.

Previously, as Cyber Services Manager at SCC, I delivered MDR and SIEM governance, achieving ISO and Cyber Essentials Plus certifications. At Avery Weigh-Tronix, I ran a global NIST-aligned remediation program, integrating analytics into executive reporting. Other roles include senior positions at Kalamazoo IT and AW Digital, delivering compliant EPOS platforms, and establishing IT functions for the Chartered Institute of Payroll Professionals and Birmingham Children's Fund (NYAS).

Throughout my career, I have combined strategic vision with hands-on delivery, led high-performing teams, and ensured robust financial and vendor management.

I would welcome the opportunity to bring my experience to your organisation.

Thank you for considering my application.

Yours sincerely,

Eleanor McIntyre

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Curriculum Vitae

Career Experience

Head of IT Operations – DHU Healthcare Derby Health United (NHS 111 Partner Provider Community Interest Organisation)

Pryde Park, Derby, September 2024 – October 2025

- Represent IT Operations across a large, complex, and highly regulated healthcare environment serving regional urgent care, community health, and NHS 111 Call Centre sites across East and West Midlands, aligning infrastructure support models with 24/7 clinical care availability in multiple -registered locations.
- Report directly to the Director of IT & Analytics, with leadership responsibility for key operational and technical functions including Field Services, Outsourced First Line Service Desk, Infrastructure Management, Project & Service Delivery, Technical Services, and IT Assurance.
- Manage a high-performing management team including Infrastructure, Technical Services, and Digital Projects, delivering core clinical platforms such as CXone , Adastra, iTrent, Tribepad, and Navision—including weekly performance reviews to ensure SLA adherence and system compliance.
- Collaborated with ICB-level digital working groups to align infrastructure planning and cyber governance with NHS England mandates—contributing to project mobilisations for OOO GP practices and
- Leads major service transformation projects such as migrating to an outsourced Service Desk contract—personally overseeing onboarding KPIs, open ticket reviews, and the early resolution of incident handling bottlenecks.
- Organise the 3rd line Infrastructure team to prepare audit-ready documentation for DSPT and ISO 27001 including evidence packs, patch compliance reports, and pre-audit readiness walkthroughs with senior engineers.
- Served as operational lead during external audit verification—consulting with NHS Digital auditors and infrastructure vendors to confirm access permissions, security controls, and remediation logs in advance of formal reviews.
- Act as the final escalation point for critical service issues such as coordinating recovery plans during a major network failure affecting NHS 111 network and telephony across three regional call centre sites.
- Improving on real-time infrastructure monitoring and alerting—personally defining escalation routes and RACI models to speed incident response across urgent care facilities.
- Own the IT operational budget and software licensing strategy, including renewal negotiations for Microsoft and Adastra—ensuring financial efficiency and alignment to business usage forecasts.
- Worked closely with clinical, HR, estates, and finance leaders to tailor IT delivery to front-line operational needs.
- Represent IT at Digital Change Advisory Board and project board sessions providing service impact assessments and ensuring operational scalability for new service rollouts like Windows 11.
- Cooperate with the Head of Cyber Security to co-lead DSPT compliance activities by initiating internal system audits, coordinating with Cyber Security, and creating staff training timelines for compliance milestones.
- Worked with suppliers, vendors and 3rd parties with internal system leads to update Adastra version upgrades and ensure interoperability with external clinical systems used by ICB and community partners.
- Planned and delivered an annual IT asset refresh cycle, managing procurement through Navision and collaborating with clinical leads to schedule installations with zero service interruption.
- Improving on real-time infrastructure monitoring and alerting personally defining escalation routes and RACI models to speed incident response across 111 facilities.

Customer Service Co-ordinator, (Part-time/Temporary) - Mitie FM:

Birmingham, February 2024 – August 2024

- Manage all Serviced NHS Hospitals, MOJ, MOD, & BBC customer contracts with professionalism, care and consideration, taking ownership of issues to ensure effective and timely resolution, and supporting complaint or enquiry resolution when necessary.
- Handling of incoming calls from multiple locations such as British Army Barracks during 12-hour shifts, efficiently managing various service types and requirements.
- Provide clear and concise communication to customers regarding the status and resolution of their issues, maintaining a high level of transparency and trust.
- Generate detailed tickets on desk activities, including detailed incident information, specific information regarding requirements.

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- Monitor engineer attendance daily, liaising regularly with engineers and subcontractors to identify and address potential breaches in job completion and during the tracking process.
- Accurately record all job details (raise, assign, progress, and complete) within the Helpdesk system, ensuring tasks are delivered efficiently and effectively.
- Illustrate understanding of specific contract obligations, eliminating potential errors or risks in job administration, or recording through meticulous attention to detail through listening and observing.
- Respond to all customer requests within specific contractual and procedural timescales to meet agreed KPIs and SLAs, ensuring high customer satisfaction.
- Demonstrating empathy or understanding to clients in the face of their expectations for support, customer care or need for information or expertise in testing circumstances.

Cyber Services Manager, Customer Experience - SCC Cyber, Specialist Computer Centres:

Tyseley, Birmingham, December 2022 – October 2023

- Acted as a primary relationship manager for managed cyber security serviced clients—operating as the interface for all cybersecurity service requirements including MDR (Managed Detection & Response) and SIEM (Security Information & Event Management) reporting, remediation planning, working towards readiness for EDR Coverage as well as including associated operational governance.
- Supported both UK and Romania-based Service Desk and SOC (Security Operations Centre) teams, helping to triage, communicate, and resolve cybersecurity incidents through effective coordination and technical analysis of MITRE ATT&CK patterns and cyber-kill chain events.
- Influenced strategic cyber delivery roadmaps by aligning security service delivery to customer expectations and accreditation frameworks such as Cyber Essentials Plus and ISO 27001 advising on controls, detection architecture, and risk-based prioritisation.
- Liaised across delivery, architecture, and incident response teams (using SANS IR framework) to ensure service design met compliance goals and was responsive to customer-specific risks and sector regulatory requirements.
- Produced monthly Cyber Health Check and MDR/SIEM service reports, presenting findings to customers and leading proactive service reviews to improve detection capability, remediation response times, and audit alignment.
- Maintained a working knowledge of the threat landscape for each client environment, adjusting threat modelling and detection use cases in partnership with SOC analysts and security & technical architects.
- Facilitated detailed knowledge transfer and documentation before and during service reviews, supporting post-incident reviews and ensuring continuity of technical intelligence across service touchpoints.
- Collaborated internally across engineering, compliance, service delivery teams, and externally with customer stakeholders, to deliver joined-up security governance and operational insight.
- Provided direct support to business change and project teams, advising on secure implementation practices and change impact assessments for cyber-managed service engagements.
- Delivered tailored onboarding and cyber hygiene training to engineers, analysts, and delivery managers—reinforcing secure delivery behaviours across public sector and secure government accounts.

Security Technologies used:

MS O365 & Sentinel, Azure Dev Ops, ADO & KB4, Qradar, Tenable, Jira, Service Now, Assyst.

IT & Cyber Security Manager, Avery Weigh-Tronix:

Smethwick, October 2021 – November 2022

- Led the global implementation of NIST-based remediation initiative (BRAVE) for Avery Weigh-Tronix across UK, France, Malaysia, China, and India, aligning with strategic cyber security directives from the US corporate owners, collaborating with international technical managers.
- Presented and delivered new key metrics in performance and cyber analytics to senior leadership including business unit managers and Vice President, enhancing the understanding of cybersecurity posture and progress in phish testing and also IT desktop support.
- Designed and implemented the Know B4 LMS and Campaign management tool for Cyber Security Phish Testing and Cyber Education, targeting diverse global workforce segments.
- Responsible for monitoring and remediation of cyber activities on the service desk, employing tools like Cylance Protect & Rapid 7 for external intrusion testing, and maintaining rigorous cybersecurity standards.
- Conducted evaluations and coaching to improve cyber delivery and IT desktop support performance, fostering a culture of continuous improvement within teams.

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- Authored detailed security incident reports, identified vulnerabilities, and proposed robust risk mitigation measures and controls.
 - Played a key role in updating the corporate and local CSMS, ensuring alignment with strategic goals and industry best practices.
 - Collaborated effectively with third-party cloud compliance partners, coordinating responses to critical cybersecurity events.
 - Communicated regularly with leadership teams about the security status of offshore business units and technical management.
 - Supported the implementation of security awareness and phishing campaigns, particularly in remote regions like China.
 - Reviewed and analysed system and software license E3 renewals, ensuring alignment with the operational needs of the business.
 - Highlighted system security remediation strategies, planning and executing regular testing and servicing.
 - Liaised with service end users and business managers, ensuring GDPR compliance and processing requirements were met.
 - Developed and maintained incident response protocols, contributing to the mitigation of potential security breaches.
 - Actively promoted best practice communications, engaging staff in cybersecurity prevention, awareness, and accountability.
 - Contributed as a leader to the Continuous Improvement Management Group and acted as the UK Cyber Security Product Manager.
 - Transformed and launched a redesigned Service Desk and Cyber incident process which included ticketing self-service systems, enhancing user engagement and operational efficiency.
 - Acted as the Agile SME within IT department being the lead for Story boarding Cyber issues and steering the project back log & daily Agile sprints.
 - Introduced coaching and evaluation frameworks to enhance IT support performance and cyber maturity, contributing to a culture of continuous service improvement.
 - Managed legacy and vulnerable systems, ensuring strategic compliance and effective handling of end-of-life applications.
 - Reviewed IAM/database user logins and file permissions, maintaining data integrity and efficiency in line with CIA principles.
 - Directed in-house cybersecurity awareness initiatives, reducing threat vector uncertainty and fostering a security-conscious culture.
 - Reviewed and updated the company-wide policies in accordance with NIST/BRAVE standards, showcasing innovative policy development skills which aligned to business compliance objectives.
 - Implemented GDPR Compliant Reception Check-in Software/IPADs, demonstrating a commitment to technological innovation and compliance.
- Technologies used:

Salesforce, FSL, Pardot CPQ BaaN ERP, Comm Vault, Boomi, Insight VM, Rapid 7, Microsoft Azure Dev ADO & O365, KB4 (Microsoft SharePoint, Delve, KACE, Spiceworks, Cylance Protect & Optics, Cato VPN, Keeper Password Manager (Other Cezanne HR, ADP, Concur)

Head of Technical Services, Kalamazoo IT (MSP):

Oldbury, October 2019 – March 2020

- Led cross-functional service delivery teams, including Service Desk Team Leads, Desktop Engineering Support, and Field Engineers, ensuring responsive operations aligned to strict client SLAs across national multi-site customer contracts.
- Accountable for infrastructure delivery planning, ensuring on-site solutions met business needs while supporting ongoing service availability and customer satisfaction.
- Acted as senior operational escalation point for technical complaints and service challenges—resolving issues swiftly while maintaining professional standards and stakeholder confidence.
- Reviewed employment contracts and team job descriptions to ensure compliance with HR policies and role clarity, supporting performance management and team alignment.
- Maintained and governed the technical project portfolio, ensuring service delivery consistently met evolving client requirements and commercial obligations.
- Collaborated on pre-sales, tenders, and proof-of-concept activities with Sales and Account Management teams—contributing to business development through operational insight and technical plans.
- Established operational guidelines and documented customer-specific policies to ensure consistent and compliant integrated service delivery across field and remote teams.
- Supported MIM / critical incident (P1/P2) response protocols and coordinated national field engineering teams, including out-of-hours event coverage under managed services contracts.
- Contributed to ISO 27001 and ISO 9001 quality management systems, providing procedural documentation to maintain audit readiness and regulatory alignment.
- Coordinated with logistics and regional field engineers to ensure efficient fulfilment and prompt delivery of customer hardware and technical services.
- Monitored team performance against service expectations, identifying gaps and ensuring actions aligned with contractual KPIs and service-level agreements.

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- Acted as key liaison and escalation point with third-party service providers, ensuring alignment of external catalogue delivery with internal service standards.
- Led regular team communications and sessions, including resource scheduling and delivering performance updates to co-located and remote engineers, promoting team cohesion and transparency across national operations.

Projects / Implementations Microsoft Licensing, Windows 10, 0365 Exchange Active Directory, SQL Server, Gamma Veeam, SolarWinds Back Up, Hyper V, Nutanix, Black Vault Data Barracks, ESET & ConnectWise etc.

Achievements:

Managed New Service Support Desk for New Client organisation.

Re-established protocols for onsite client bi-weekly clinics and fulfilment requests

Initiated schedule for regional engineer team updates.

Developed a new process for Pre-Sales, Tendering & pipeline activities & POC's with the Sales Dep & Technical Acc. Managers

Operations Director, AW Digital / A W Computers (UK) LTD:

Redditch, Worcestershire, March 2011 – October 2019

- Managed a UK-wide IT MSP Service Desk delivering retail EPOS support for over 250 stores, in collaboration with an international Agile development team based in Australia, ensuring responsive incident resolution and service continuity across the estate.
- Steered the ISO9001:2015 implementation and retention, embedding robust quality management systems across the business to support consistent service delivery and operational excellence in a customer-facing national retail environment.
- Implemented PCI-compliant EPOS system rollout, ensuring secure and reliable transaction capabilities across retail sites, supporting GDPR compliance and improved in-store performance.
- Drove GDPR implementation across the organisation and its customer base—conducting impact assessments, securing board-level budget approval, and rolling out policies and training to support regulatory compliance and data governance.
- Oversaw health and safety and fire safety compliance, ensuring the retail environment met all statutory and regulatory requirements, aligning with ISO and local authority standards.
- Led the organisation's successful Cyber Essentials Plus accreditation, ensuring that systems and national retail operations were protected from cyber threats—enhancing customer data protection and business continuity assurance.
- Contributed to business continuity planning for internal operations and retail client accounts—identifying service risks and implementing mitigation strategies across multiple sites.
- Supported business growth through strategic development initiatives, including expansion planning, marketing alignment, and participation in industry exhibitions and partner events.
- Prepared and reviewed financial performance in collaboration with the Managing Director—covering project budgets, operational expenditure, and retail cash flow planning.
- Maintained ISO accreditation year-on-year through structured management reviews and compliance monitoring processes—reinforcing a culture of continuous improvement.
- Recommended and implemented new telecoms solutions that significantly improved customer call flow and reduced in-store wait times by up to 5 minutes—enhancing customer satisfaction and efficiency.
- Led front-line customer experience improvement, achieving high rates of first-contact resolution and exceeding satisfaction targets through structured feedback and service improvements.
- Handled customer queries with first-call resolution, exceeding company targets by improving the Customer Satisfaction rates and FCR percentages.

Achievements:

Drafted new service contracts for new customers onboarding.

Co-Steered Business Development activities / Marketing Plans & Strategy: company exhibitions at industry events & other promotional activities.

Implemented Engineer Customer Service Programme to improve end user / client customer satisfaction.

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Education and Training:

Inspire Management & Leadership Programme

DHU 2025

Cyber Security NCFE

Netcom 2024

Managing Safely

IOSH - 2019

GDPR Practitioner & Foundation

IT Governance - 2018

British Standards Institute

Implementing Quality Standards ISO 9001:2015
- 2017

Enhancing the Customer Experience

Hamilton Mercer - 2016

ITIL Foundation & Service Operations Courses

Focus-On Training - 2013

IT Management Certified Professional

IT Analyst Certified Professional

Learning Tree Int'l - 2003 & 2004

RSA Diploma in Administrative Procedures

Dudley College - 1996

Bachelor of Science

Business Studies & Social Admin.

University of Surrey

1990 -1993

Key Skills:

- Team & Organizational Leadership
- ISO 9001 & 27001 Quality Standards
- GDPR Strategy
- Special Projects
- Business Process & Strategic Analysis
- Risk Assessments
- Operational Strategy & Planning
- Supplier & Partnership Management
- Change and Continual Improvement
- Data, Metrics, Reporting

Personality Profile:

- Confident communicator
- Excellent presentation skills
- Strong analytical skills
- Confident and motivational team leader
- Results orientated.
- Solid House-Keeping and Administrative competencies