

MIKE POTTER

ENTERPRISE TECHNOLOGY LEADERSHIP ■ PORTFOLIO MANAGEMENT ■ BUSINESS PROCESS OPTIMIZATION

EXCEPTIONAL RECORD OF SUCCESS with exemplary performance in enterprise scale infrastructure portfolio management and complex business application solution architecture. Track record of successful strategic and tactical leadership within the IT financial service management arena. Value proposition includes mergers, restructures, separations and new business development. Demonstrated record of developing high-performing teams to navigate ambiguity, complexity, and risk while building engagement with business stakeholders.

CRITICAL COMPETENCIES

- TECHNOLOGY PLANNING & DIRECTION
- PROJECT & PROGRAM MANAGEMENT
- PRODUCT ROADMAP & STRATEGIC PLANNING
- TEAM LEADERSHIP AND DEVELOPMENT
- STAKEHOLDER MANAGEMENT
- SOLUTIONS ARCHITECTURE
- ORGANIZATIONAL ALIGNMENT
- ENTERPRISE RESOURCE PLANNING
- EFFICIENT TECHNOLOGY IMPLEMENTATION
- NEGOTIATE STRATEGIC PARTNERSHIPS
- VISIONARY LEADERSHIP
- BUSINESS GOVERNANCE
- CRISIS MANAGEMENT
- FINANCIAL LEADERSHIP
- PROPOSAL DEVELOPMENT

CAREER ADVANCEMENT

PEPPER FINANCIAL SERVICES GROUP, SYDNEY, NSW.

OCTOBER 2017 — PRESENT

HEAD OF TECHNOLOGY INTEGRATION, CANADA

Pepper Group offer a unique, diversified, global portfolio of financial services, providing specialist experience in their core disciplines of Lending, Advisory, and Asset servicing across the residential and commercial property sectors. \$50BN in assets under management comprising of \$7.7BN in lending assets and a servicing portfolio of \$43.1BN.

- Seconded to complete the build of a Canadian Office and deploy the technology. Prepared 3 – year technology budget and guided the Executive leadership through the vendor selection process. Leverage technical vision and delivery strategy to support the Canadian Digital Workplace. Spearheaded the green field office build for a 120 seat Shared Services Centre. Optimized the RFI process with multiple Canadian vendors.
- Re-engineer and author IT Security Policies and Standards. Implemented security risk and controls framework for the Canadian business based on SOC II
- Define EY scope for external infrastructure vulnerability testing and controls assurance testing. Supported EY to execute testing and deliver final recommendations
- Research Cyber Security operations providers and their capacity to integrate Azure and Office 365. Support selected vendor to mature security architecture to support meaningful Office 365 and Azure cyber protection controls.
- Maintain oversight of building contractors for electrical, mechanical and interior design during office build
- Design and implement SKYPE enabled meeting rooms, integrating the solution into office in Canada and Australia, spearheading a standard approach to global collaboration.
- Complete external risk assessment of Office 365. Rolled findings into an operating model and assisted the executive team to document and understand the inherent risks and mitigation associated with its implementation.

PEPPER GROUP, SYDNEY, NSW.

JUNE 2013 – OCTOBER 2017

HEAD OF TECHNOLOGY, STRATEGY & ARCHITECTURE

Lead the general IT department with a focus on Digital, Core Lending Systems, Data Warehouse, Infrastructure, Service Management, and Service Desk.

- Leveraged Technology leadership to support the launch of greenfield Auto finance business, including infrastructure hosting design and oversight of 3rd party vendor software. Facilitated the build of a dedicated auto-finance operational data mart, cash flow waterfall, and a range of external integrations with PPSR, Redbook, and WestPac.
- Partnered with the CIO to develop Salesforce business case and value proposition. Assisted with contract planning
- Negotiated the Global Enterprise Agreement with Microsoft. Completed legal reviews with internal counsel, working with Gartner to ensure the agreement included appropriate Financial Services amendments for regulated businesses. Remediated licensing non-compliance as part of the Enterprise Agreement
- Designed and implemented Data Centre migration RFI with stakeholders including IBM, DataComm, Dimension Data, Verizon, Brennan IT, and Harbour IT. Selected Equinix and NextDC as strategic data centre partners, introducing 24x7 outsourced managed infrastructure services. Maintained overall accountability for data centre builds and business exit from legacy on-premise data centres.
- Performed due diligence on GE Money Credit card business as part of their exit from Australia. Completed a five-month assessment and valuation of the business, including a material 3,000 seat integration (reverse merger) with Pepper Australia.
- Modernized investor reporting and automated the creation of cash flow waterfall, supporting the technical due diligence of Moody's Treasury Management System.
- Developed Active Based Working design for a new 460 seat office. Migrated 460 employees to laptops and replaced traditional handsets with SKYPE for Business and SoftPhone.

MACQUARIE BANK, SYDNEY, NSW.

2008 - 2013

SYSTEMS INTEGRATOR MANAGER (ASSOCIATE DIRECTOR)

Business-aligned Infrastructure Systems Integrator, supporting all business groups. Mentored a team of 18 trusted solution architects, delivering a broad range of business and technology change projects.

- Led multiple RFI processes with exiting CEO's to scope business requirements for standalone operation and identify appropriate managed service providers.
- Technical solutions architect for the build of the lending business using Misys LoanIQ. Supported the RFI selection process, build, and deployment.
- Continual development of the team PMS standards, documentation, and governance.

JPMORGAN CHASE, BOURNEMOUTH, UK.

2006 - 2008

EMEA DATA SERVICES MANAGER (VP)

Technical lead for 16 DBAs supporting EMEA and AMER businesses.

- Spearheaded 24x7 production support, project delivery and product engineering services across the diverse departments of Treasury Services, Hedge Funds, Funds Management, and Investment Operations.
- Accountable for maintaining 1,000 databases, including Oracle RAC, MSSQL 2005, Clusters, Sybase, Informix, and DB2.

JPMORGAN CHASE, BOURNEMOUTH, UK.
BUSINESS DELIVERY MANAGER (VP)

2004 - 2006

Formulated the technical direction of 8 Wintel engineers, responsible for integrating a new line of business applications into JPMorgan.

- Facilitated an estate of 300 business application servers for Treasure Services, Investment Bank, Investment Management and Corporate Technology

PREVIOUS POSITIONS HELD

JPMORGAN CHASE	BUSINESS PROJECTS ENGINEER (AVP)	2001-2004
CHASE MANHATTAN BANK	SECURITY ARCHITECTURE CONSULTANT	1997 – 2000
CHASE MANHATTAN BANK	NETWARE/MICROSOFT SECURITY CONSULTANT	1996 – 1997
ARTHUR ANDERSON	NETWARE/MICROSOFT ADMINISTRATOR	1995
SWISS BLACK/SG WARBURG	NETWARE/MICROSOFT ADMINISTRATOR	1994 - 1995
CABLE LONDON	NETWARE/MICROSOFT ADMINISTRATOR	1994
WOODCHESTER CREDIT LYONNAIS	AS400/NETWARE/NETWORKS ADMINISTRATOR	1992 – 1994

PROFESSIONAL ACCREDITATION

MICROSOFT: NETWORKING ESSENTIALS; NT4 WORKSTATION; NT4 CORE TECHNOLOGIES; NT4 ENTERPRISE TECHNOLOGIES; NT4 SMS; TCP/IP INTERNETWORKING; INTERNET INFORMATION; SERVER; SQL SERVER; WINDOWS 2000 SERVER; DESIGN/PLANNING SMS 2003

CITRIX XPE CCEA: METAFRAME ADMIN; METAFRAME ADVANCED ADMIN; NFUSE; IIMS; RMS; LOAD MANAGER

NETWARE VNA 3.12: CHECKPOINT FIREWALL – 1 ADMIN; COMMS & OSI 7 LAYER MODEL; CRYSTAL REPORTS; IBM AS400 OPERATIONS

RDBMS: ORACLE 10G R2 OCA; ORACLE 10G RAC; MICROSOFT SQL 2000

WIRELESS NETWORKING: CWNA

MANAGEMENT TRAINING: ITIL FOUNDATION; JPMORGAN LINK2LEADERSHIP; MANAGEMENT TRAINING PROGRAM; CROSS-CULTURAL AWARENESS PROGRAM (INDIA/MANILLA); BUILDING HIGH-PERFORMANCE TEAMS

TECHNICAL SKILLS

- COMPLEX DATA CENTRE MIGRATIONS
- ENTERPRISE DATA WAREHOUSE, ANALYTICS & BI
- DATABASE SYSTEMS (ORACLE, SQL, SYBASE)
- WINDOWS & LINUX OS AND HARDWARE
- COMPLEX LENDING & FINANCE APPLICATIONS
- MOBILE & WEB APPLICATION DEVELOPMENT
- NETWORK STORAGE INFRASTRUCTURE
- HYBRID CLOUD INFRASTRUCTURE
- IT SERVICE MANAGEMENT (ITIL)
- IDENTITY & ACCESS MANAGEMENT
- ENTERPRISE INTEGRATION SERVICES (MULESOFT)
- OFFICE 365, AZURE
- UNIX, LINUX, WINDOWS ADMINISTRATION
- TECHNOLOGY PRODUCT & SERVICE DESIGN

“MARK IS A LEADER WITH EXCELLENT ORGANIZATIONAL SKILLS. HE IS A PERSON THAT OTHERS LOOK TO FOR GUIDANCE — HE TAKES CHARGE AND DIRECTS THE NECESSARY COURSE.”