

## Contact

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(LinkedIn)

[www.cannonier.co.uk](http://www.cannonier.co.uk) (Personal)

## Top Skills

Management

Project Management

Team Leadership

## Languages

French (Limited Working)

English (Native or Bilingual)

# Ian Cannonier

Head Of Information Technology at HCL

Old Warden

## Summary

Most would consider me a supremely qualified, respected, dedicated, and results-driven Information Technology professional credited with combining expertise in the B2B, B2C, professional, educational, consultancy, retail, charity, SME, and corporate sectors to deliver substantial revenue growth in highly competitive business markets.

I am highly accomplished in building and maintaining strategic partnerships and tactical relationships.

A HIGHLY-EFFECTIVE AND DEDICATED PROFESSIONAL, recognized as commercially-aware, with a broad range of management experience.

HANDS-ON LEADER, able to engage effectively with business stakeholders and 3rd parties; delivering cost appropriate solutions and business process changes using emerging technology solutions.

ITIL FOUNDATION-QUALIFIED, with strong experience in applying best practice frameworks, tools, and methods.

CHANGE MANAGEMENT DRIVER, with business transformation, IT service transition, IT strategies, technology roadmaps, web-based applications, ISO 9001:2000 & ISO 27001 standards, working practices, IT resources, IT upgrades and systems migration, and delivering added business value/ROI through technology expertise.

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## Experience

Hertfordshire Catering Ltd

Head Of Information Technology

2019 - Present (2 years)

Welwyn Garden City, Herts

Provide organisational leadership on the strategic development, management and procurement of IT systems within HCL to ensure the smooth operation of all Business Management Systems, integrating existing systems to ensure technical, financial and quality targets are met.

## Blue Square People

### IT Manager

May 2017 - July 2019 (2 years 3 months)

Hertford, Hertfordshire

Responsible for all IT at Blue Square.

Reporting directly to the Head of Operations, tasked with IT service delivery, and with supporting a changing operating environment across the business. Introducing ISO 9001, ISO 27001, ITIL & GDPR and focusing on driving business value and agility through the adoption of enhanced IT solutions and architecture. Manage suppliers/vendors; drive efficiency savings, and measure service performance and KPIs.

## Meggitt

3 years 2 months

### UK Service Delivery Team Manager

January 2017 - May 2017 (5 months)

Coventry, United Kingdom

Responsible for all the UK based Level 2 Engineers within Meggitt Information Systems

- Reporting to European Service Delivery Manager
- Managing small team of 14 across the 12 sites (Manufacturing and Head Office) in the UK.
- Responsible for the implementation site based infrastructure projects.
- Ensuring that key SLA's and KPI's are met each day.
- Supplier, license and vendor management, driving efficiency savings from ongoing transition activities.
- Provided IT support via telephone, remotely or in person for the resolution of software, hardware or network issues in line with service level agreements.

## IT & BUSINESS SYSTEMS MANAGER

April 2014 - December 2016 (2 years 9 months)

HERTFORDSHIRE, UK

Responsible for IT & Business Systems Management within MEGGITT Polymers & Composites.

Reporting directly to the UK Site Lead, tasked with IT service delivery, and with supporting a changing operating environment across two sites. Focus on driving business value and agility through the adoption of enhanced IT solutions and architecture. Manage suppliers/vendors; drive efficiency savings, and measure service performance and KPIs. Provide IT support via telephone, remotely, or in person for the resolution of software, hardware, or network issues aligned with SLAs. Manage AD and Exchange user accounts.

**SELECTED CONTRIBUTIONS:**

- \* Reduced the cost of ownership for software licences and hardware; arranged license agreements across business units and multiple sites.
- \* Setup, deploy, and support network, desktop, and laptop systems.
- \* Configure/support printing services, and voice/video communication systems.

**Heath Mount School**  
**IT SYSTEMS MANAGER**  
2007 - 2014 (7 years)  
HERTFORDSHIRE, UK

Responsible for IT systems management support with this leading, independent day and boarding school.

Appointed to deliver a step-change in IT service delivery, and to support a changing operating environment focused on driving business value and agility through the adoption of enhanced IT solutions and architecture. Reporting directly to the Bursar, led the development/maintenance of web-based technologies. Provided supplier/vendor management, and drove efficiency savings; measured service performance and KPIs. Maintained the school's IT infrastructure and phone systems, including delivering systems upgrades.

**SELECTED CONTRIBUTIONS:**

- \* Enhanced teaching flexibility by implementing notebooks for year 7 and 8 pupils, to allow remote access.
- \* Successfully saved the costs for a new server by rebuilding the school's IT network following a data crash.
- \* Dramatically reduced hardware/support contract costs by migrating IT to a virtualised environment.

- \* Managed the implementation of two new standardised suites and builds to improve ICT suite efficiency.
- \* Advocated for the adoption/support of a Virtual Learning Environment (VLE), overseeing a £200k IT budget.

**MOTHERCARE**  
**SQL ANALYST PROGRAMMER**  
June 2006 - May 2007 (1 year)  
WATFORD, HERTFORDSHIRE

Responsible for top-level retail and MIS systems support within a leading UK parent and baby retailer.

Reported directly to the SQL Team Leader, developing web technologies to support core service tools; provided business-critical support for the MIS system, delivering 24-hour technical support services. Utilised technologies and services including SQL Server 2005, ASP.NET for AS400, SQL, and helpdesks.

**SELECTED CONTRIBUTIONS:**

- \* Key player in the MIS system upgrade from Microsoft Analyses Server 2000, to 2005.
- \* Achieved consultancy fee savings exceeding £1000 per day; wrote a suite of management reports.

**ISOLAGEN EUROPE LTD**  
**LEAD APPLICATION DEVELOPER**  
November 2005 - June 2006 (8 months)  
PARK ROYAL ROAD, LONDON

Responsible for application development within an emerging force in development of biotechnology.

Reported directly to the US-based Corporate IT Director, advising on web-based technologies. Focused on supporting the ongoing development/commercialisation of an autologous cellular system. Led, managed, and motivated a multi-functional team of application and development staff. Enabled the Business and QA departments to track non-conformances, inspections, and specifications.

**SELECTED CONTRIBUTIONS:**

- \* Created a QA Documentation tracking tool using SQL Server, ASP, JavaScript, IIS, and Crystal Reports.
- \* Championed the development of web technologies; enhanced a portfolio of service tools and applications.

## Additional Professional Experience

Multiple

September 1987 - November 2005 (18 years 3 months)

Multiple

- Information Systems and Content Developer with Dixons Store Group
- Senior Developer with Torex Business Solutions
- Lead Technical Consultant with Agency.com
- Systems Analysts Programmer with Hertfordshire County Council
- Senior Applications Engineer/Quality Consultant with VEGA Group plc;
- Software Engineer/Quality Engineer for MMS Space Systems
- Software Applications Technician with Combustion Engineering Limited (ABB)
- Test Technician with Motorola UK Limited.

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## Education

Oaklands College, Welwyn Garden City  
Higher National Certificate in Computer Science

Stevenage College, Hertfordshire  
Ordinary National Certificate in Electronics

Bedwell Secondary School, Stevenage  
4 GCE 'O' level qualifications

List of qualifications and courses attended