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Professional Profile

Iain's professional experience spans more than 8 years and in that time Iain has assisted many NZ organisations by improving their business processes with advanced technology solutions.

Iain holds numerous industry qualifications, including being a Microsoft Certified Technology Specialist, and brings best practise methodology to his work including ITIL, Prince 2, and ISO frameworks. A people person and a technologist with an entrepreneurial spirit, Iain is able to lead major technology transformation programs, translate complex technical concepts into easy to understand components, identify areas for innovation and solve complex problems.

Prior to his appointment as GM Technology of RDNS New Zealand, Iain has held senior management roles within some of NZ's leading IT service providers, including, most recently, National Solution Manager of Datacom NZ. His management expertise spans a range of operational functions; IT, HR, P&L, Service delivery, and administration.

Expertise

- Effective business/systems analysis and design including complex networks & solutions.
- Powerful project planning and implementation skills - delivery focused.
- Reliably meets demanding deadlines and targets working under pressure.
- Skilled with cloud service implementation and administration.
- Familiar with ITIL operations, problem and change management.
- Ability to lead and interface with software design and development teams.
- Track record of achievement and career development.
- Effective communication and negotiation techniques – skilled in business development and account management.
- Self motivated and ambitious with an abundance of energy and drive.

Employment Summary

Organisation	Position Held	Period
Royal District Nursing Service NZ	General Manager Technology	June 2014 - Present
Datacom	National Solution Manager	Jan 2012 – June 2014
Maclean Computing	Service Delivery Manager	Jan 2011 – Jan 2012
Blueglenn Lodge and Lavender	Sales and Marketing Manager	Mar 2010 – Jan 2011
Maclean Computing	SMB Account Manager	May 2009 – Mar 2010
	Sales Support	Nov 2008 – May 2009
Salefinder	Business Development Manager	May 2008 – Nov 2008
Renaissance	Tertiary Account Manager	Sep 2007 – May 2008
	Customer Services Representative	Sep 2005 - Sep 2007
Fusion Hospitality Group	Bar Operations Manager	Jan 2003 – Sep 2005

Career History

General Manager – Royal District Nursing Service NZ		June 2014 - Present
My role focuses primarily on identifying new market opportunities and productising service offerings for Datacom. Responsible for assisting senior management with national strategy, I assist with oversight of sales and operational activities for one or more delivery centers.		
Key Responsibilities:	<ul style="list-style-type: none"> • Single point of ownership for effective provision of systems to internal & external customers • Participate in key decisions pertaining to strategic initiatives, operating model and service delivery execution • Assists in general operations, reporting and business intelligence to senior management • Input into strategy, vision and business plan • Strategic financial management including responsibility for the IT/Telecommunications budget 	
Key Accomplishments:	<ul style="list-style-type: none"> • On time and On budget delivery of a change in network & telecommunications provider including deployment of a cloud pbx product • Manages overall IT strategy and day to day operations for a 500 seat organisation • Development of go to market strategy for health sector – which resulted in delivery of shared service joint venture with key customer • Member of the Executive Management Team and chair of the Senior Leadership Team 	

National Solution Manager – Datacom		Jan 2012 - Present
My role focuses primarily on identifying new market opportunities and productising service offerings for Datacom. Responsible for assisting senior management with national strategy, I assist with oversight of sales and operational activities for one or more delivery centers.		
Key Responsibilities:	<ul style="list-style-type: none"> • Single point of ownership for effective provision of systems and services to customers • Maintenance of sales pipeline, and it's input to the business unit and divisions P&L and forecasting • Development of collateral for use in sales proposals, customer meetings & presentations • Assists in general operations, reporting and business intelligence to senior management • Input into strategy, vision and high level business plan • Project management of key customer projects 	
Key Accomplishments:	<ul style="list-style-type: none"> • Winner #Cloudsmash 2013 event – Hyperscale cloud deployment competition • CIO on demand for large NZ mental health provider, managing overall IT strategy and day to day operations for a 450 seat organisation • Development of go to market strategy for health sector – which resulted in delivery of shared service joint venture with key customer • Identification and setup of symbiotic business partnerships with complimentary service providers • Helps to setup and maintain internal relationships with other business units, including go to market strategy, pricing and offering details 	

Service Delivery Manager – Maclean Computing		Jan 2011 – Jan 2012
My role focused primarily on maintaining a high standard of service and service delivery to our customers, managing the relationship between our key accounts and Maclean Computing at both a strategic and tactical level. I Implement service improvement Initiatives and identify opportunities for IT that enhances our clients business, and productivity.		
Key Responsibilities:	<ul style="list-style-type: none"> • Management of daily operations • Formulation and introduction of new processes to drive higher quality of service based on ITIL framework • Responsible for management of engineering staff including a mixture of level 1 & 2 engineers and service desk (35 FTE) • Management of all customer financial queries including responsibility for minimisation of customer credits • Responsible for customer retention & direct oversight of at risk customers • Maintains customer SLA schedules & service contracts • Assists in general operations reporting and business intelligence to the board • Assists the executive team with input into company vision and high level business plan 	

Key Accomplishments:

- Winner of the Maclean Computing April 2011 Passion Award
- Successful turn-around of top 5 at risk customers resulting in all 5 customers committing to others services or contracts
- Managed user migration of top NZ chartered accountancy firm into new Citrix platform, ensuring user acceptance and delivery of the project on time and on budget
- Implementation of new service ticket management system – resulting in < 95% SLA adherence

Sales & Marketing Manager – Blueglen Lodge & Lavender**Mar 2010 – Jan 2011**

My father became sick and unable to work, so I made the decision to move back to Nelson and run my family business while my father was in treatment. I was primarily involved establishing new revenue streams, and building efficiencies to allow the business to do more with less. Applying my operational experience in the IT and Hospitality sectors, I was successfully able to build on the boutique business already established.

Key Responsibilities:

- Management of daily sales operations and customer orders
- Management of product production, quality assurance and delivery - from start to finish of the product cycle
- Responsible for management of staff, and maintaining staffing levels with a transient work force
- Driver of long-term strategy, direction and guidance of the company
- Setup and streamlined systems and process for the business including production and financial systems
- Responsible for implementation of e-commerce portal & websites for the lodge and lavender businesses
- Responsible for generating revenue and exploring further revenue streams minimising risk to the business

Key Accomplishments:

- Doubled earnings before tax and depreciation (\$120,000 – \$240,000 NZD) and grew the production environment within a 12 month period, allowing the business to cater to bigger orders, and large repeat customers
- Worked autonomously, running my own business from end to end.
- Designed branding, product packaging, and developed marketing collateral
- On boarded 17 new large contract clients
- Built large online revenue stream reducing risk/reliance on existing customer base

SMB Account Manager – Maclean Computing**May 2009 – Mar 2010**

This role was focused on account management of Maclean Computing's SMB Customer base > 50 seats. This involved identification, qualification and sale of IT projects. I developed my own pipeline, customer contact schedule and account plans across the ~90 customers.

Key Responsibilities:

- Maintains and achieves personal sales targets based around forecast, pipeline, sell through and margin

	<ul style="list-style-type: none"> • Responsible for managing the Maclean Computing SMB customer base • Design, implementation and ongoing maintenance of the Maclean Computing online sales portal • Aided marketing in mass information distribution to customers including traditional and electronic channels • Management of daily sales operations and customer orders • Purchasing using many different suppliers/distributors - negotiating price and margins • Responsible for maintaining key contacts within the NZ ICT network
Key Accomplishments:	<ul style="list-style-type: none"> • Sale and implementation of multiple successful IT projects • Built new revenue stream out of existing client base, by ensuring better product penetration

Sales Support – Maclean Computing		Nov 2008 – May 2009
This role was focused on account management of Maclean Computing's customer base for daily run-rate products and low value sales deals. I worked with Solution Architects to develop custom bill of materials for all customer projects and managed the quoting & stock availability process with our distribution partners.		
Key Responsibilities:	<ul style="list-style-type: none"> • Responsible for developing new and continued relationships with key accounts within Maclean Computing's database • Proactively supported senior account managers with customer contact and satisfaction • Management of daily sales operations and customer orders • Responsible for stock control and inventory • Purchasing responsibility using many different suppliers/distributors - negotiating price and margins • Maintained key contacts within the NZ ICT network • Accountable for managing sales forecasts and pipeline indications across the entire sales team 	
Key Accomplishments:	<ul style="list-style-type: none"> • Responsible for maintaining product margin of over 19% on all customer activity resulting in record company profit • Developed an understanding of virtualization across server and storage technologies. • Developed an understanding of enterprise networking, remote access and security principles 	

Qualification Summary

**NZIM National Certificate in Management – Open Polytechnic
(via correspondence)**

2013 - Present

Trained in Organisational structures and Management styles, Business Communication, Accounting Principles, Leadership, Applied Management, Operations Management, and Human Resource Management

Diploma of Hospitality Management – AUT**2002 - 2003**

Trained in Kitchen management and front of house management, effective communication, basic accountancy, conflict resolution, and information technology. This included word processing, use of spreadsheets, database management, power point presentation, hotel reservation software, and point of sale software

Level 3 certificate, Cooking in the hospitality industry**2001 - 2002**

Worked in a modern, state of the art commercial kitchen catering to Dunedin's hospital and rest homes, while attaining a NZQA level 3 certificate. Trained in advanced workplace first aid.

Industry Specific Qualifications

- Microsoft Certified Professional – Licensing
- Microsoft Certified Technology Specialist
- Symantec SBS Professional
- EMA Negotiation Skills Development
- VmWare Certified Sales Person
- HP& IBM specific sales training
- Icehouse - Mid level management training
- ITIL – The Datacom Way
- RogenSi - Sales & Proposal/RFP generation training

Leisure Interests

Rugby, Soccer, surfing, boxing, motorsports, music, cooking

References

A full list of referees is available upon request