

Moses O'Hara

📍 Singapore  <https://www.linkedin.com/in/mosesohara/>  <https://moses.is>

SUMMARY

Senior technology leader with over 20 years of extensive experience in leading global teams in delivering innovative and cost-effective technology solutions. Proven track record in developing and managing cloud infrastructure, enterprise systems, and IT operations within large, complex organizations.

EXPERIENCE

Senior Director Global Platforms & Operations

WPP / GroupM

August 2018 - Present, Singapore

- Led the definition and delivery of global Azure cloud strategy and operations across 80 markets and 42k employees.
- Matured DevSecOps teams' through adoption of Agile practices, IAC, CI/CD tooling and No-IaaS strategies, increasing delivery efficiency through automation by over 60%.
- Mentored 200+ technical, solutions, and systems architects globally, fostering strong relationships within a network of 100k+ people.
- Managed outsourcing and near-shoring development teams of 80+ people with a focus on change and problem management.
- Advised project review boards and conducted vendor assessments, accounting for \$100M's annual spend.
- Ensured stability, availability, security, and performance of 200+ production platforms and 1000s of development/sandbox projects.

Global Product Owner

GroupM

June 2016 - April 2018, Singapore

- Delivered multimillion-dollar media trading solutions across APAC, MENA, and EMEA for 10K+ users.
- Optimized work-flow efficiency and data management, reducing FTE consumption by 60%.
- Developed 3-year product strategy and roadmaps with quantifiable successes.
- Fostered trusted partner relationships to align IT & Digital initiatives with GroupM's Global Product strategy.
- Created and implemented high-level strategic plans and agile processes.

Senior Account Director, Data and Technology

Mindshare

May 2014 - July 2016, Singapore

- Developed technical and data strategies to support 7000+ regional community members.
- Optimized key deliverables for data and technology initiatives, reducing agency FTE consumption by 70%.
- Acted as SME for reporting, data warehousing solutions, and governance for regional technical projects.
- Owned and delivered Mindshare's bespoke media command center in multiple global markets.

Platform Technologist

GroupM

June 2013 - May 2014, Singapore

- Reported to Regional Director for Social Media and Production Services to design and deliver technical solutions that improved production workflows.
- Developed and managed technological strategies to support GroupM's business operations around the use of Cloud Computing, Media Production Tooling and Technical Architecture.
- Led new social campaign workflows for Unilever, P&G and Nestlé accounts (90% of all social applications).
- Provided 70% cost saving through Cloud adoption strategy.
- Implemented and directed data privacy and compliancy programs on a global level.

Technical Lead & Project Co-Ordinator

Manchester Metropolitan University

January 2007 - January 2013, Manchester, UK

- Directly reported to the Asst. Director of Finance to design and implement financial processing platforms for 90% of the University's income (US\$175M).
- Advisory recommending technical improvements for existing Information Systems and automation for financial processing within 18 months.
- Main partner with PwC to prepare and pass external technical assessments audits for financial systems.
- Managed multiple projects including the Finance Tuition Billing System which allowed for technological directives across other projects and an SOP for strategic future planning.
- Key Person-in-charge to the Special Projects team including the technical integration and security assessments of 'ManMet Card'.

Technical Architect (Consulting)

DHgate.com

May 2009 - May 2011, Beijing, China

- Developed and implemented social media strategies accounting for a 400% increase in community size in 18 months.
- Delivered strategies and policies for Information Systems.
- Person-in-charge of designing, deploying and managing a DevOps infrastructure including Directory Services, NAP/NAC & AV, SCM etc.
- Designed and conducted a cross divisional training program around customer engagement for a team of 300 people.

EDUCATION

Bachelor of Science (Hons) in Computer and Network Technologies

Manchester Metropolitan University • Manchester England • 2012 • 2:1

National Diploma in Electronics and Communications Engineering

Broxtowe College • Nottingham, England • 2001

CERTIFICATIONS

Fundamentals of the Personal Data Protection Act

Singapore Institute of Management • 2020

Certified in the handling of data and responding to events relevant to the Personal Data Protection Act

Certified Professional in Agile Product Ownership

ICAgile • 2016

Certified in standard ways to understand customer needs and effectively deliver valuable products and services through key agile practices

INVOLVEMENT

Cartoons Underground

Technical Advisor • September 2019 - Present

- Provided technical support and advisory to a team of 15 volunteers.
- Shortlisted and onboarded online ticketing and event streaming partners, serving 30+ markets.
- Managed technical initiatives resulting in 92% customer satisfaction score and reduced operating expenses by 27%.
- Delivered social 'wall' technologies for hosted events with 100+ attendees.

SheSays

Technical Advisor • February 2019 - February 2019

- Provided advisory and support for digital events and platforms .
 - Delivered social 'wall' technologies for hosted event attended by the 100+ local chapter members.
 - Provided general support for anything that needed doing during the events.
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SKILLS

Cloud: Ansible, AWS, Azure, Cloud Infrastructure, Container Technologies, GCP, Terraform and IAC, Kubernetes, Serverless, Service Mesh Networking, Service-Oriented Architecture

DevOps: Agile Practices, CI/CD, Continuous Enhancement, Requirements Gathering, Terraform, Product Ownership

Security: Cloud Security, Identity Providers, Network Security, Secret Management, Vault Solutions, AAD, InTune

IT Operations: Capacity Management, Configuration Management, Cost optimization, Customer Satisfaction Management, Customer Satisfaction Management, Disaster Recovery, Incident Response, Mitigation Measures, Operational Dashboards, Operational Processes, Operations Management, Resource Provisioning, Site Recovery Assessments, Systems Operations, Right Sizing, Policies

Architecture: Blueprints, Enterprise System Design, Solutions Architecture, Systems Integration

Transformation: BPMN, Business Process Improvement, Gap Analysis, Lean, Process Automation, Process Design, Process Discovery and Mapping, Project Management

Productivity Platforms: Office 365, Tableau, PowerBI, Windows 365 VDI