

# NICHOLAS SAPSEAD

*Dynamic Senior IT Manager with a rich tapestry of technical expertise and team leadership, and a people-centric ethos.*

## PERSONAL INFORMATION:

[linkedin.com/in/nicholassapsead](https://www.linkedin.com/in/nicholassapsead) | [nsapsead@gmail.com](mailto:nsapsead@gmail.com) | +61 417 417 395

## SUMMARY

Passionate Senior IT Manager, with 15 years' experience, known for leading technical teams and managing diverse projects to success. Notably, my experience has seen me oversee large, globally dispersed operations and vendor teams, ensuring an exceptional level of service to our clients. My technical expertise has spanned various IT domains, enabling me to strategise with a comprehensive understanding of technical landscapes.

Looking forward, my next role will see me operating in a Head of Department capacity, leveraging my leadership, service delivery and operational experience. My leadership & work style focuses on structured, yet friendly, engagement in order to foster an environment conducive to solving complex problems. I thrive on building rapport quickly with various stakeholders to understand and alleviate core challenges. I am particularly interested in contributing to a medium-sized start-up or scale-up, where I can significantly impact the company's evolution.

## HIGHLIGHTS

- Engineering Team Management
- Infrastructure Management & Delivery
- Strategic Planning and Execution
- Project Management
- Talent and Resource Management
- Financial planning and budgeting
- Scrum & Agile Leadership
- Continuous Delivery
- User Story mapping
- Roadmap integration
- Critical Incident Management
- Change Management
- Executive relationship management
- Critical thinking and problem solving
- Risk assessment, planning and mitigation
- Data driven analytics and insights
- Human Centered Design
- Technical Hiring and Development
- Jira and Confluence
- Salesforce Sales Cloud & Kimble

## EDUCATION

2018	Masters of Business Administration and Management
2016	Graduate Diploma of Business
2015	Graduate Certificate of Business
2012	ITIL V3 Foundations
2007	Diploma of Financial Services (Financial Planning)

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## EXPERIENCE

01/2024 to Present      **Application Delivery Manager**  
TGE— Melbourne, Australia

Brought into Team Global Express as Application Delivery Manager for the Express Parcels & Linehaul application portfolio. This portfolio includes 27 applications that enable and support the Road and Priority business units of TGE.

### Responsibilities:

- Lead a team of ~35 members, including direct reports, indirect reports, and vendor resources, responsible for application development and support.
- Oversee three Agile Product-Oriented Development (POD) cross-functional teams.
- Manage and maintain an operational budget of ~\$5,000,000 per annum.
- Regularly review team structure to ensure alignment with business requirements.
- Provide strategic leadership for applications supporting Transport Management Systems, ensuring optimal performance and minimal downtime.
- Optimize ways of working across PODs to enable consistent delivery of software increments.
- Manage relationships with application vendors to ensure successful project delivery while maintaining business-as-usual (BAU) stability.

### Achievements:

- Rapidly improved Agile and Jira maturity within the Express Parcels PODs, enabling more effective incremental value delivery.
- Drove DevOps maturity improvements, enhancing code quality and overall project reliability.
- Led application modernization initiatives, transitioning legacy applications from unsupported tech stacks to modern frameworks such as .NET Core and Angular.
- Spearheaded AWS optimization efforts across the Express Parcels tenancy, reducing cloud spend by over \$60,000 USD.

07/2022 to 10/2023      **Technology Delivery Manager**  
LAB3— Melbourne, Australia

Establishing the Technology Delivery Manager role within the LAB3 Technology leadership team, working closely with the Chief Product Owners and Director, to lead the strategic product and platform engineering teams. In this role I have direct management over 26 Engineers spanning, Cloud & Devops, Data & AI, UX & UI and infrastructure with an annual opex budget of ~\$4,000,000.

### Responsibilities:

- Direct leadership of a globally dispersed team (of 26 inc 7 offshore), ensuring all members are supported and empowered to deliver client centric outcomes.
- Manage and maintain an operational budget of ~\$4,000,000 per annum

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- Leadership of strategic product engineering teams for Dr Migrate, SensorMine and Security Insight
- Leadership of the platform engineering team looking after Salesforce, Auth0 and Learning Management Systems
- Standardisation of the technology stack to ensure optimization of capabilities and resourcing
- Optimisation of the ways of working to ensure alignment across teams for consistent delivery of product features and releases
- Regular review of team to ensure structure aligns with engineering requirements.

#### **Achievements:**

- Launching a channel business to enable software sales in key international markets including North America, United Kingdom and EMEA
- Introduction of structured Release Management to the product engineering teams to ensure alignment and consistency.
- Optimised the use of Agile across the teams, aligning teams to Scrum and Kanban methodologies, where relevant.
- Introduction of Jira across all teams, enabling enhanced visibility at a program level, allowing for data driven decision making at all levels.
- Introduction of Salesforce Sales Cloud to enable Partner Relationship Management for the Channel business
- Establishment of a Tactical Assurance Centre to support partners and end clients with any product related issues or queries that they may have.

01/2018 to 09/2022     **Senior Manager – Executive IT Support**  
**Telstra– Melbourne, Australia**

Brought into the role of Manager – Executive IT Support. In this role I have direct management responsibility of a team of 16 seasoned technical experts (Level 1, Level 2, Level 3 and Team Leader) with an annual opex budget of ~\$3,000,000.

#### **Responsibilities:**

- Provide 24x7 high touch technical support to the Telstra Board of Directors, CEO Leadership Team and Executive Leadership Group (globally) on all facets of technology and telephony.
- Respond to executive impacting issues and events with tactical and strategic solutions to ensure an 'always-on' environment is achieved.
- Direct leadership of a globally dispersed team (of 16 inc 3 offshore), ensuring all members are supported and empowered to deliver client centric outcomes.
- Manage and maintain an operational budget of ~\$3,000,000 per annum
- Enhancing systems that enable, and coaching teams to make, data driven decisions.
- Providing thought leadership within the Global End User Services leadership team.
- Work closely with Telstra Security groups to ensure that our security posture is managed and maintained.
- Regular review of team to ensure structure aligns with executive support requirements.

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- Management and deployment of varied projects that may impact the executive community.

**Achievements:**

- Consolidated roles in our international locations, aligning services to current domestic model removing ~\$1,000,000 of OPEX.
- Spearheaded a project with the remit of improving the end user experience of macOS users at Telstra. This provided support model alignment and reduced average incident handling time by 2 business days.
- Led a project to deploy the Splunk Universal Forwarder to 35,000+ end points, allowing us to move from a reactive to proactive support environment.
- Rapidly responded to the ever-changing Covid-19 lockdown requirements, enabling our executives to work from home, including extending the Telstra network into their homes via a custom solution.
- Worked as part of the Leadership team for Project Aikido, delivering market leading self-service, knowledge management and automation capabilities to all Telstra staff.

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08/2016 to 01/2018     **Senior Operations Specialist – IT Operations**  
**Telstra**– Melbourne, Australia

Working within the Application Management Group supporting the SDLC of the LOLO Legacy and financial reporting application stack.

Responsible for Financial Reporting Application auditing and compliance, including PCIDSS, working with external auditors to articulate security posture and controls.

Working with application vendors to ensure application change is performed without impact

**Achievements:**

- Managed the deployment of Splunk to the LOLO application stack to enable predictive analysis and rapid response to application issues.
- Managed the creation of dashboarding and proactive alarming to reduce the impact of Infrastructure events on the LOLO platform
- Implemented service improvement initiatives to achieve platform stability, removing system outages (previously occurring weekly) resulting in no outages for over a quarter.

02/2014 to 08/2016     **Service Integration Leader – Telstra Integrated Account**  
**IBM** – Melbourne, Australia

Brought into the role of Service Integration Leader. In this role I had direct management responsibility of 44 staff including 8 x Graduates, 10x Level 2, 21 x Level 3 and 5 x Team Leaders with an annual opex budget of ~\$5,500,000

**Key Responsibilities:**

- Responsible to the account management team for managing and coordinating in-scope, integrated service pools for the account and client, Telstra.
- Ownership of Incident, Problem, Change Management on all Telstra Business Critical infrastructure, managed by IBM.
- attainment, delivery quality, task management for the account team and delivery
- Direct leadership of 44 highly skilled, Australian based, technical resources spanning Unix, database, backup, storage, build center and automation teams.
- Indirect management offshore technical teams, numbering 400+ resources across multiple teams, including Unix, Linux, database, storage, backup and automation

**Achievements:**

- Flattened the management structure, providing greater standardization across all teams and removing three roles.
- Negotiated vendor agreement to provide a yearly saving of \$250,000 of OPEX.
- Delivered an optimized build & automation service enabling the delivery of over \$1,000,000 in additional projects per year.
- Delivered a client build portal, automating engagement, increasing accuracy of project scope and

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removing cost.

- Delivered a global delivery framework project to ensure that >90% of technical work was delivered from Global Delivery Centers

07/2014 to 08/2015      **Manager – Infrastructure Platforms**  
**IBM – Melbourne, Australia**

**Key Responsibilities:**

- Leading the Australian Based resources, for Unix, Database and Storage, supporting Australia's largest Telecommunications company.
- Optimisation of team structure to ensure that Service Level Agreements were met whilst ensuring OPEX targets were completed.

**Achievements:**

- Delivering on cost reduction targets in excess of \$500,000 of OPEX via global delivery strategy.
- Achieved green on all critical customer SLAs in excess of 12 months.

12/2011 – 07/2014      **Service Delivery Manager (Tower Lead)**  
**IBM – Melbourne, Australia**

**Key Responsibilities**

- Selected as Tower Lead to supervise the Service Delivery Management team, handling all aspects of IBMs largest integrated account.
- Provide key subject matter expertise for incident, problem and change management on the accounts IT infrastructure.

**Achievements**

- Ran a customer war room bringing together a multidisciplinary, multi-vendor team to rectify performance issues on a business critical application
- Worked as part of the project team to upgrade and replatform Telstra's Siebel environment.
- Worked as part of a project team to deliver PCIDSS requirement on the HP NonStop environment for Telstra BillPay application

06/2010 to 12/2011      **Financial Planner**  
**Central Highlands Financial Services – Ballarat, Australia**

01/2010 to 06/2011      **Financial Planner**  
**Self Employed – Ballarat, Australia**

2008 to 2009      **Executive Financial Planner**  
**The Gain Group – Melbourne, Australia**

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2008 to 2008	<b>Advanced Business Financial Planner</b> <b>Westpac Financial Planning</b> – Melbourne, Australia
2005 to 2008	<b>Financial Adviser</b> <b>Pivotal Financial Planning</b> – Ballarat / Melbourne, Australia
2001 to 2005	<b>Shift Team Leader (Varied)</b> <b>IBM</b> – Ballarat, Australia