



## Andrew Vint

Group Head of IT at Optical Express  
Glasgow, United Kingdom | Information Technology and Services

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### Andrew Vint's Overview

Current	<b>Group Head of IT at Optical Express</b>
Past	Co-Founder at OIX2 Ltd VP - Client Operations at OIX2 Head of Information Services at Powwow Waters EMEA Field IT Supervisor at Sanmina-SCI Snr Desktop Manager at Direct Dialogue Ltd IT Consultant at One Recruitment Group IT Consultant at Timber Manufacturing Services (TMS) Senior Support Technician at AMEC Support Technician at Spie Matthew Hall <a href="#">see less</a>
Education	Microsoft CompTIA CompTIA <a href="#">see all</a>
Connections	<b>500+</b> connections
Websites	OIX2 Sanmina-SCI AMEC

### Andrew Vint's Summary

Results driven IT Executive with expertise envisioning and leading technology-based, multi million pound revenue and growth initiatives grounded solidly on business and economic value. Impressive fast track management career marked by demonstrated ability to build peak-performing teams and achieve cross-functional business objectives. Valued member of senior executive teams, contributing a seasoned, broad-based perspective to create pragmatic IT strategies and implementation plans designed for maximum return at the lowest possible costs.

#### SELECTED VALUE-OFFERING HIGHLIGHTS

- Realise maximum value and return on IT investments; drove annual savings of several million GBP through global migration, unification and implementation of diverse communications platform through vendor and product management (WAN / LAN / Telephony / Calls). Implemented new global NAV package which reduced headcount due to centralisation of core services and provided efficiency gains, annual savings of 40% achieved.
- Champion of world-class service delivery at minimum costs; introduced advanced technologies that increased reliability while decreasing costs by 25% annually. Reduced labour cost expenses with new management system and saved wastage costs by automating inventory replenishment.
- Driving force for enhancements to IT services, processes, and organisation effectiveness; apply deep insight and best practice gleaned from multi-million pound, industry-leading enterprises in oil and gas, mechanical, electrical, construction, EMS, manufacturing and healthcare industries.

### Andrew Vint's Experience

#### Group Head of IT

##### Optical Express

Privately Held; 1001-5000 employees; Medical Practice industry  
September 2011 – Present (3 years 2 months) | Glasgow, United Kingdom

Optical Express is one of the World's leading providers of Laser eye surgery with the largest number of clinics throughout the UK and Europe. We treat over 100,000 patients every year with this life changing procedure. A progressive and rapidly-expanding organisation, we also operate over 110 optical stores and a state of the art medical hospital and cosmetic treatment centre. The group operates in the UK, Ireland, Croatia, France, Germany, and The Netherlands.

In my capacity as the Group Head of the IT and IS Functions it is my responsibility to ensure that not only are the enterprise wide day to day operations supported and maintained but that an eye is always kept out to provide process and policy improvements to the other department heads and the board while maintaining budgetary control and generating cost efficiencies across the internal mechanisms as well as with external partners and vendors.

My team is located across several of our operational centres with the Group HQ located in a recently refitted state of the art and historically important building in the Financial district of Glasgow city centre.

I currently manage a staff base of 35 people covering the Servicedesk function, Software Development, Software Testing, Network Support, Telephony Support, Data Warehousing and Reporting and the Field Technicians.

This team is responsible for supporting a user base of 2500+ employees globally along with the provision of our global VOIP Avaya Telephony platform and our bespoke ERP / CRM / EPOS / Diary Management / Medical Records / Manufacturing / Job Ordering & Timekeeping applications.

Couple this with the key industry partnerships that I have engineered with HP, Cisco, Microsoft, Vodafone and Avaya we have managed to provision state of the art technology with the support/guidance of the key innovators in these fields while generating £million cost savings annually across the business while improving the customer experience and service levels.

**Co-Founder****OIX2 Ltd**

Privately Held; 1-10 employees; Information Technology and Services industry  
May 2010 – September 2011 (1 year 5 months)

With OIX<sup>2</sup> Customer Interaction Management Suite.....

You will set, measure and achieve OBJECTIVE Metrics.  
You will service customers in real time.  
You will decrease customer support costs.  
You will increase customer satisfaction.  
You will close more sales.  
You will increase revenues.

**VP - Client Operations****OIX2**

Privately Held; 1-10 employees; Information Technology and Services industry  
May 2010 – September 2011 (1 year 5 months)

OIX2 delivers conversIQ™, the first and only online communication technology that enables and enhances social media response through the integration of chat and video chat. Our expertise is in increasing customer satisfaction and sales revenue through social media strategy and technology, effectively leveraging social network activities and operationalizing customer service through social media.

**Head of Information Services****Powwow Waters**

Privately Held; 201-500 employees; Facilities Services industry  
September 2008 – August 2010 (2 years)

Head of IS for the Murray White Group which encompasses three business units, Murraywhite Debt Management (Glasgow), Powwow Water Company Ltd (Oxford) and Futureview Technologies Inc (Houston, TX) in the states.

Managing four technical staff across the UK, One Database Manager, Two SQL Developers, Four system analysts and development team of ten in India, my role is to manage the expectations of the business and deliver results within the scope of the project, within the budget constraints and while maintaining business continuity.

**Project Highlights**

- Implemented a full server and desktop refresh program, bringing software licensing and compliance into line while standardising on 64bit server platforms and standard desktop images on standard hardware across the group within 90 days.
- Transferred the mobile contract from o2 to Vodafone to leverage significant cost savings and rolled out 150 PDA's and BES.
- Replaced the Nestle network, phone systems, desktops, laptops, servers and bespoke applications in 90 days to co-incide with the final handover of services from Nestle to Powwow Water Company Ltd
- Rolled out a new LAN in conjunction with the new Wide Area Network using Cisco switches optimised for QoS and WAN Optimisation. Networks segmented into separate VLANS and routing enabled at the core switch level.
- Implemented a new Service Desk system and IT Policies and Procedures in line with ITIL specifications, include change management, service level agreements, documentation and accountability where previously there was none. Improved department effectiveness and efficiency by 50% based on closure rate and customer satisfaction.
- Rolled out new Purchasing, Payroll and HR platform using Sage 200 and Windows Server 2008 Terminal Services RemoteApp. Replaced all functions previously provided by Nestle SAP and integrated all the other business units into one single manageable accountancy platform.

**EMEA Field IT Supervisor****Sanmina-SCI**

Public Company; 10,001+ employees; SANM; Electrical/Electronic Manufacturing industry  
May 2007 – September 2008 (1 year 5 months)

Tasked with dealing with both internal and external customers and vendors and managing the day-to-day operations of a Service Delivery technical support team in the UK, ensuring delivery of team productivity, quality and defined service targets, guiding the team to ensure delivery of individual performance against target while constantly reinforcing the highest levels of ethical and customer focus standards.

- Managed the relocation of the IT Systems and Servers from the IBM Manufacturing site in Greenock, to a smaller site in Port Glasgow. Liaised with internal business units and external vendors to ensure that the deadlines were met and the infrastructure and communications were in place and working by the due dates.
- Reviewed and micro-managed the Landline/Mobile contract and billing to ensure the best possible cost savings for the company. Claimed back monies that had been overpaid to the carrier(s). Formalised the record keeping and generated a cost saving of circa 50%

**Snr Desktop Manager****Direct Dialogue Ltd**

Privately Held; 201-500 employees; Financial Services industry  
December 2004 – May 2007 (2 years 6 months)

Working for a medium sized business with responsibility of providing value added services to a business that is in a period of growth and expansion.

Provided system administration and technical advice on how to automate existing practices and make the IT infrastructure work more for the business.

**Highlights**

- Cleaned up Windows Server 2003 Active Directory implementation and locked down the security in line with FSA guidelines.
- Pivotal in definition and implementation of corporate database strategy/structure. Challenged to overcome change-resistance among users and won buy-in for relational database structure corporate-wide. System provided using SQL Server Backend and Access ADP and ASP.NET Web Pages for frontend. System is still in operation.
- Spearheaded design/development of corporate-wide, consolidated, web-based information management system. Cost savings achieved by removing time spent on paper methods.
- Held key role as main technical contact for clients.

**IT Consultant****One Recruitment Group**

December 2006 – January 2007 (2 months)

One Recruitment Group is a new start Recruitment Agency who approached me to organise the IT infrastructure in there new office in the Airdrie Business Centre.

I was tasked with organising the companies entire solution from start to finish and arranging on-going support.

**Project Highlights**

- Designed Server, Printer and PC specification for installation and vendor assessment for delivery of the goods.
- Installed the Cat5 cabling in the office
- Arranged the Internet Connection
- Arranged procurement of the domain name
- Arranged the configuration of Small Business Server 2003 R2 Premium
- Arranged the configuration of the Virus Protection

- Arranged the VPN connection for remote access
- Trained the staff in use of the system

### IT Consultant

#### Timber Manufacturing Services (TMS)

June 2006 – June 2006 (1 month)

Timber Manufacturing Services (TMS) is a small business that specialise in making bespoke Kitchen units and Bathroom furniture, they are based in East Kilbride and consist of a Manufacturing plant and an office.

I was called in at short notice because their Windows Small Business Server 2000 kept crashing and they were unable to log in to their system and retrieve email or any of their files.

I was tasked with resolving this issue which consisted of cleaning up the space on the server and rebuilding the Exchange 2000 message database using ESEUTIL and ISINTEG.

They had already had a company in who were unable to resolve this issue, however I managed to repair everything and perform a fresh backup for start of Business on Monday morning.

### Senior Support Technician

#### AMEC

Public Company; 10,001+ employees; AMEC; Oil & Energy industry  
December 2000 – December 2004 (4 years 1 month)

Senior Support Technician in Corporate IS for AMEC, an international project management and services company that designs, delivers and supports infrastructure assets for customers worldwide across the public and private sectors.

Provided sys admin and servicedesk support to include on/off site support of servers, networks, workstations and project consultation/design/build services to multi million pound contracts and base offices located across Scotland and the North of England under stringent guidelines outlined by the ITIL methodology and within agreed SLAs.

Communicated with vendors, clients, project/operation managers, directors and other IS Staff/Departments to ensure technical guidance was provided and that all issues raised by the business units and their subsidiaries were dealt with successfully.

Built strong, effective team relationships and maintained service levels while undertaking new hardware and software conversions and implementations across enterprise.

### Support Technician

#### Spie Matthew Hall

Privately Held; 1001-5000 employees; Construction industry  
June 1997 – December 2000 (3 years 7 months)

IT Support Engineer in corporate IT department with responsibility for managing internal network / server infrastructure supporting hundreds of users across multi-site environment. Technologies included Windows 98/NT4/2000, MS Exchange and MS SQL Server.

Provided system administration and helpdesk support to include software and hardware installations, maintenance, upgrades, troubleshooting, user account administration, and support under stringent deadlines in a fast paced environment.

Administered company databases and intranet; built workstations and servers; configured laptops; and troubleshoot VPN, dial-up, and WAN access issues. Served as Technical Lead and/or Systems Administrator on major projects, including Matthew Hall's network and server upgrade implementation and ongoing support. Communicated with vendors to ensure all issues were quickly resolved to maintain optimal system performance.

## Andrew Vint's Skills & Expertise

Troubleshooting   Windows Server   Change Management   Management   Networking   Disaster Recovery   IT Management  
IT Strategy   Leadership   Integration   Security   Software Documentation   System Administration   ITIL   Project Delivery  
Project Management   Microsoft Exchange   VPN   Team Management   Technical Support

[View All \(50\) Skills](#)

## Andrew Vint's Education

### Microsoft

Microsoft Certified Professional, Windows Server 2003 (70-290)  
2006 – 2006

### CompTIA

A+, Operating Systems / Computer Hardware  
2005 – 2005

### CompTIA

Network+  
2005 – 2005

### MX Digital

Davox Dialler & LyriCALL Script Writing  
2005 – 2005

### Microsoft

Microsoft Certified Professional, Windows XP (70-270)  
2005 – 2005

### National IT Learning Centre

Microcomputer Hardware, Understanding Network Fundamentals, Customer Care for Helpdesk Staff  
2005 – 2005

### University of the West of Scotland

BSC Computing Science (Modules), Computing Science  
1996 – 1997

### University of the West of Scotland

BA Business IT & Accounting (Modules), Computer Science  
1995 – 1996

**Kilwinning Academy**

Higher Grades  
1989 – 1994

**Kilwinning Academy**

Standard Grades  
1989 – 1993

























Andrew Vint's Additional Information

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Websites:

- OIX2
- Sanmina-SCI
- AMEC

Groups and Associations:

-  TOPO: Marketing and Sales Group
-  Social Media Marketing
-  Glasgow Network
-  Glasgow
-  Glasgow Chamber of Commerce
-  IT Leaders in Scotland
-  CallCentre Search
-  Call Center Professionals
-  Go-Social
-  Glasgow Entrepreneurs
-  Social CRM Pioneers
-  IT Management Group
-  Business Intelligence Scotland
-  Scotland's IT Community
-  IT Jobs Scotland - Pertemps
-  IT Professionals in Scotland
-  Glasgow Business Network
-  Scottish Chambers of Commerce
-  Think Different Business Banter
-  Windows IT Pro Forum
-  Sanmina-SCI Connections
-  SC Cleared IT Specialists
-  Strathclyde Business Forum
-  Edinburgh Entrepreneurs
-  Customer Concepts Exchange (facilitated by Oracle)
-  Contact Center Connection
-  Glasgow Networking for Success
-  callcentre



Social Media Influence



IT Executives Club



SCOTTISH ENTREPRENEURS SCOTLAND



CIO Committee



South Scotland Innovation Network



Web Analytics Wednesday Glasgow

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- reference requests
- consulting offers
- job inquiries
- business deals
- getting back in touch

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