

Diego Iaconelli

United Kingdom • 07843 206205 • references@iaconelli.org • [linkedin.com/in/diegoiaconelli/](https://www.linkedin.com/in/diegoiaconelli/)

IT Leader

Digital Transformation • Technology Leadership • Systems Architecture

IT Management
Strategic Business Planning
Systems & Infrastructure Engineering
Agile Methodologies
IT Asset Management
Automation and Scripting
Virtual Architecture
Cybersecurity Management
Stakeholder Management
Cross-Team Collaboration

People-focussed, vision-driven technology leader offering 15+ years of success in empowering IT teams to drive enterprise-wide transformation, continuously improve technology environments, and foster workplace cultures that promote inclusiveness, transparency, and results.

Influential communicator and passionate mentor committed to developing future IT leaders, positioning team members for success, and aligning stakeholder groups with competing goals using emotional intelligence, calm under pressure, empathy, and adaptability.

Solutions-oriented collaborator focussed on forging iron-clad relationships with diverse stakeholder groups, breaking up organisational silos, and sparking meaningful change by challenging status quo, innovating new processes, and connecting with people on a human level.

NOTABLE ACHIEVEMENTS

- Consistently demonstrated collaborative leadership style, relationship building talents, and vast technical acumen applied to turn IT operations into key business assets, building best-in-class teams, and driving enterprise-wide innovation.
- Currently serving as a Board Member at [Mac Admins Foundation](#) which supports +50K members, making a welcoming and accessible organisation to expand the profession, and maintaining affordable access to all community resources.
- Played key role towards facilitating successful integration of Pivotal Software into VMware after \$2.7B acquisition by standing up mentorship programmes, managing relations with key stakeholders, and liaising with vendors to move assets.
- Providing PCI Compliant and hardened wireless and virtual network solutions for music and arts events across the UK, including Ministry of Sound, The Who, and The Event Umbrella

PROFESSIONAL EXPERIENCE

GITHUB - REMOTE

REGIONAL IT OPERATIONS AND ENGINEERING MANAGER - EMEA • July 2021 – July 2023

Hold full accountability for bootstrapping EMEA support function and transitioning from a reactive support model to agile, TDD-based preemptive maintenance operations. Identified and hired talent for EMEA support roles. Strengthened relationships with external vendors and service providers whilst ensuring compliance with IT policies and procedures.

- Lead endpoint deployment and automated enrolment via InTune and JAMF for EMEA region
- Re-factored remote access and VPN endpoints for engineers in AWS.
- Lead delivery of P2P EMEA network across multiple locations in UK, Netherlands and Germany.
- Delivered Infrastructure as Code via Terraform for IAM, and lead Zero Trust deployment for SSO in EMEA region.
- Made critical contributions towards driving Endpoint Management programmes by conducting testing as well as code reviews with Engineering and Security teams

VMWARE TANZU - LONDON, UNITED KINGDOM

SENIOR IT ENGINEERING MANAGER, - Northern EMEA • October 2020 – June 2021

Orchestrated IT Infrastructure and Support services operations. Governed creation of technology roadmap that ensured smooth operation of technology systems and infrastructure. Supervised and mentored IT staff while also strengthening relationships with key business stakeholders. Collaborated with other departments to align technology with business goals.

- Transformation Strategies: Re-organised EMEA support team after acquisition and integration of 3K new staff, resulting in \$3M+ in annual OpEx savings, greater productivity, and more favourable vendor contracts.
- Built automations to stand up PXEBoot systems for automated re-imaging and deployment of engineering systems.
- Designed and built out certificate-based auth for Meraki Wireless across EMEA locations.
- Designed and implemented S3 based blob storage and backups for distributed assets and engineering staff.

Diego Iaconelli

PIVOTAL SOFTWARE – LONDON, UNITED KINGDOM

SENIOR IT MANAGER - EMEA • September 2017 – September 2020

EMEA IT LEAD • November 2013 – September 2017

Directed IT strategy and operations across multiple countries within EMEA region. Negotiated with vendors while also engaging with external customers to drive digital transformation. Served as trusted business partner to various departments to facilitate business change. Established new processes impacting technology recruiting as well as cyber and physical security.

- Scalable Growth: Grew EMEA operations from 20 staff to 1K+ by influencing leadership to provide resources to build out local support team which took EMEA region from under-serviced to highest support ratio for engineers and end users.
 - Delivered multimillion-pound office locations across EMEA (London, Berlin, Dublin, Paris, Tel Aviv) with best-in-class IT and security services while also becoming first region to fully implement endpoint security posture.
- Revenue Growth: Achieved Cyber Essentials Plus accreditation for UK entity with significantly reduced timeline and minimal disruption to existing engineering projects which enabled company to win business with MoD and NHS Digital.
- Process Automation: Streamlined workflows by leading skunkworks engineering team to develop and deploy fully automated solution for user endpoints, initially across EMEA before rolling out on global scale.
- Business Operations: Made critical contributions towards supporting Business Operations throughout EMEA for compliance and remediation in preparation for eventual company IPO in April 2018.
- Fully responsible for execution of the EMEA Platform as a Service for internal systems, with a six strong team of infrastructure and operations engineers, utilizing VMware on VMware services, including vSphere 6 Suite and GCP / AWS for Cloud Foundry.
- Inclusive Recruiting Practices: Created all-new recruiting process in collaboration with HRBPs which led to development of diverse, safe, and respectful team that encompassed non-typical hires which gained enterprise-wide adoption.
- Cost Savings: Reduced operational costs by replacing "just-in-time" hardware provisioning for new hires with automated system activations while leading European Zero Touch Provisioning initiative for end-user IT.
 - Migrated EMEA region away from long lead time and static systems that relied on manual triggers which slashed average new starter provisioning from six weeks to under one day.
- Project Management: Planned and executed large-scale project to build out technology environment for EMEA office from scratch which covered IT, infrastructure, and systems.
- Business Growth: Drove organisational expansion into EMEA by supporting office planning, expansion, and execution of business model in collaboration with Business Directors and C-level leaders.

ADDITIONAL EXPERIENCE & SKILLS

APPLE INC. – LONDON, UNITED KINGDOM

Genius, IS&T Champion, New Store Openings • November 2007 – October 2013



Commensurate with my role as an IT Operations and Engineering leader, I have gained and sharpen my own technical skills as applicable with all the above roles. This extends to implementation of wireless and wired network topology, switching, VPN, data warehousing, backup and disaster recovery strategy planning and implementation. I am an active participant in the open source community via the [Mac Admins Foundation](#), [Mac Admins Open Source](#) and run my own home infrastructure and labs to keep my skills current and relevant, and host a number of internal services including backup, replication and web-hosting along side commercial offerings from Namecheap. I am a keen advocate for the advancement of accessible technology and it's intersection with human sciences and the arts, and a supporter of the [SDF Public Access UNIX System](#).

EDUCATION & QUALIFICATIONS

UNIVERSITY OF KENT – CANTERBURY, UNITED KINGDOM

Bachelor of Science, Physical & Biological Anthropology, 2005

Apple Inc.

ACMT • ACSP • ACTC

Languages: English (Native) & Italian (Native).