

Colin Pinkham

Technology Strategy Consultant



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Cape Town, RSA

I spent 20 years beginning with a startup (Internet Africa) helping to build a business worth more than \$130 million by the time it was sold to MTN. Starting with building networks and systems, through to designing products and setting strategies and commercial directions. I headed up multiple technology and Product teams and was a key decision maker in the financial success of the business to that point.

A seasoned Technology and Product Strategy Consultant and division leader, with a successful career as head of various technology departments, including as a CIO and COO, with Product and Commercial experience. Experienced in Telecommunications, ISP networks, FinTech software and e-commerce. Headed up Product and Technical divisions with board experience.

Skilled in business case development for new commercial opportunities and products, as well as product and technology roadmaps and financials. I have a specific interest in flexible and Agile team development and how to make the best use of people, technology and tools to deliver the best outcome in a fast paced modern world.



PERSONAL DETAILS

Website : <https://colinpinkham.com>

LinkedIn : <https://www.linkedin.com/in/cgpinkham/>



EDUCATION

- UNIVERSITY OF CAPE TOWN
2000
MBA
- UNIVERSITY OF CAPE TOWN
1993
BSC IN COMPUTER SCIENCE



CERTIFICATIONS

- Amazon Web Services
2019
AWS Certified Cloud Practitioner
- Johns Hopkins University
2016
Executive Data Science Courses
- Scrum Alliance: 000388260
2015
Certified Scrum Master
- Rice University
2015
An Introduction to Interactive Programming in Python
- Peoplecert
2014
ITIL v3 Foundation



CAREER HISTORY

TECHNOLOGY & PRODUCT STRATEGY | OPERATIONS CONSULTANT

- SELF-EMPLOYED, CAPE TOWN
- May 2014 – September 2016
- May 2018 - Present

Technology and Product head, heading up Operational, Technology and Product teams and act as a Senior Product Manager, formulating technology direction and business priorities. Telecommunications experience in ISP, mobile, Wi-Fi.

Strategize and execute Cloud migrations. Help to build Agile teams as well as conducting negotiations with vendors to aid team and business growth. Oversee product development and management, as well as the overall strategies for business cases and vendors. Administer lifecycle management, commercial business planning and business process engineering. Act as consultant COO | CIO.

Projects – Most recent.

- Formulate plans and business cases to introduce new partnerships and product sets into the Managed Hosting environment, including partnership agreements, vendor negotiations, software development and product development. [2020]
- AWS Partner Alliance Lead for a FinTech Software Solutions company, driving migration of services into AWS and managing the partner relationship. [2018 - 2020]. Vendor management and Programme management of IT deployments.
- Identify and document processes in small technology business to assist in managing SDLC and support. Act as consultant COO. [2016 – 2017].
- Advisory Part-Time CIO focusing on the technology platform, monitoring and customer deployments. [2015 – 2016]
- Wi-Fi Product development for mobile telecommunications company, including VoIP handoff for development into their consumer division. [2014 - 2015]

VAST NETWORKS

SEPTEMBER 2016 – MAY 2018

HEAD OF OPERATIONS

Oversaw the large scale roll out and support of numerous hotspots by introducing appropriate support structure. Provided Wi-Fi solutions to large clients in addition to supporting over 2000 locations with more than 25000 access points. Joined and built the preliminary stages of the engineering functions and support structure. Managed teams and improved company's monitoring capability.

VAST
connect beyond limits

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TRAINING & COURSES

- AWS Business Professional
- AWS Technical Professional



PROFESSIONAL SKILLS

- IT Leadership
- Agile Product development & Technology development
- Negotiating mergers & acquisitions
- Vendor management
- Operations Management
- Financial Management



ACHIEVEMENTS

- Part of founding the first commercial ISP in South Africa.
- Grew the network to 23 locations and built the network operations centre.
- Built commercial models for capacity planning, costing, pricing.
- Started the Product management and Product development teams.
- Part of the management and executive team for more than 15 years.
- Served on the board of the African operations.
- Managed vendors and lead technical due diligence on all acquisitions.



CAREER HISTORY

Chief Information Officer



- **MTN Business**
- *January 2009 – May 2014*

Overall leadership of all IT functions, including Development, Server Operations, Network Systems, Business Analysts, MIS etc.

Advised on acquisitions and supervised technological due diligence and integration of transition from Verizon to MTN. Directed all Information Systems teams, including the Server Operations, Development, Network Management Systems, and Enterprise Systems. Oversaw full budgetary control of all operational and capital expenditures related to the MTN Business technology areas.



EXECUTIVE: STRATEGY, PRODUCT AND TECHNOLOGY

- Verizon Business, CAPE TOWN
- *January 2004 – January 2009*

Oversaw all the costing, pricing, product business cases, customer-specific designs, capacity planning, capital planning, and shareholder dealings ensuring the efficient implementation of company's daily operations. Initiated and supervised all planning models costing, pricing, capacity and integration into Verizon EMEA. Managed large technological teams that included Server Operations, Developers, Network Systems, Business Analysts and general IT infrastructure. Utilised various global areas to help influence the local market strategies in line with matrix reporting and participated in company's speaking events and customer events.

SENIOR EXECUTIVE MANAGER – PRODUCT & TECHNOLOGY / DIRECTOR UUNET AFRICA

- UUNET SA
- *January 1999 – January 2004*

Introduced the product development and management functions of the business. Created costing and pricing models based on network usage and amortisation to foster more accurate budgetary and procurement capacity forecasting. Oversaw overall product and technology direction and served on the board of UUNET Africa, Kenya, Zambia, Namibia, Botswana.

- Part of the team to negotiate purchase of Africa Online to expand into Africa.

NETWORK MANAGER

- TICSА / Internet Africa, CAPE TOWN
- *March 1994 – January 1999*

Developed and implemented all budgetary strategic, operational and network objectives and procedures. Led the growth of the network and building the Network Operations Centre. Utilised the investment made in the company to improve national and international networks and expand number of employees. Managed and maintained the network and infrastructure systems and its performance. Identified, installed and upheld upgrades to the network as well as developing a backup/disaster recovery plan for a network emergency.

Achievements

- Part of the building of the first ISP network - 23 locations in SA.