

Colin Pinkham MBA

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Chief Information Officer / IT Director / Head of Product

Extensive business technology, IT leadership, consulting and transformational expertise

Experienced, commercially-driven & likes to 'get involved' with the business, with 20+ years of success in adding value via IT in B2B, B2C, internet, ISPs, MSPs, managed services, SMEs & global corporate markets.

Acts as a 'trusted partner' to the business, bridging the gap between technology & wider business needs.

Detail oriented & financially aware, aligns technology with strategic business goals. Brings well-honed skills in vendor & contract negotiations, managing OPEX & CAPEX spend, ensuring value for money IT.

Passionate about delivering success via innovation, with a commercial focus to building networks and systems, designing products and setting strategies. Highly-experienced as a Product Strategy Consultant.

Experienced in across telecommunications, ISP networks, FinTech software and e-commerce areas.

People-focused & inspiring as a Business Leader, empowering high-performing IT, technical & product teams, leveraging an encouraging and positive leadership style to integrate agile IT teams with end users.

Successful in delivering the transformation of technology provision, promoting a user-centric approach, effectively communicating the strategic vision and promoting technology as a business asset, not just a cost.

Achievements include being instrumental in founding the first commercial ISP in South Africa, growing the business to value of \$150m by 2014, building a network across 23 locations, in addition to establishing product development teams, and more recently undertaking due-diligence for VCs / Private Equity investors.

Areas of Expertise

Thought Leadership & Innovation	Business & IT Transformation	CIO Advisory & Practice Lead
Business Planning & IT Strategy	Cloud Solutions Implementation	Technology Business Partnering
IT, Digital & Business Alignment	CRM & ERP System Deployment	M&As, Technology Due Diligence
Budget Control, Capex & Opex	Application Migration & Integration	IT Project Portfolio Management
IT Operations & Technical Support	Change Management & Adoption	Senior Stakeholder Management
IT Outsourcing & Cost Reduction	Software Development Oversight	Building High-Performing Teams
Supplier Selection & Management	Agile Mindset & Delivery Culture	Succession Planning & Mentoring

Professional Experience

Colin Pinkham Consulting, South Africa Technology & Product Strategy Consultant

May 2018 to Present

Responsible for all aspects of business technology & product strategy consultancy, tasked with heading-up operational, technology and product teams, setting technology direction, vision and wider business priorities.

Leveraged considerable telecommunications experience across ISP, mobile and WiFi technology solutions.

Acted as Senior Product Manager for the business, driving innovation and managing full product lifecycles.

Subject Matter Expert (SME) and 'trusted IT advisor', engaging as a Consultant COO / CIO on IT issues.

Full project lifecycle management and delivery, including project planning, scope, budgeting & resourcing.

Successfully engaged with a VC / Private Equity Fund, acting as technical analysis for potential acquisitions and investments, evaluating technology stack, technical resources, staffing and conducting due-diligence.

Key contributions and successes:

- Helped to build Agile teams, in addition to conducting negotiations with vendors to drive growth
- Strategised, planned and executed Cloud migrations, supporting business transformation & agility
- Developed business cases for introduction of new partnerships & product sets in managed hosting
- AWS Partner Alliance Lead for a FinTech Software Solutions SME, migrating services into AWS

VAST Networks, South Africa**Head of Operations****Sep 2016 to May 2018**

Responsible for all aspects of operational business leadership, championing the large-scale deployment and support of a network of hotspots, providing WiFi solutions to large clients and supporting 2,000+ locations with more than 25,000 access points. Reported directly to the CTO, advising on operations & technology.

Assembled the initial stages of the engineering functions and support structure, leading up to 20+ staff.

Significantly improved the company's monitoring capability, supporting scale-up & growth of the business.

Colin Pinkham Consulting, South Africa**Technology and Business Planning Consultant****May 2014 to Sep 2016**

Responsible for the client-facing provision of technology and business planning consultancy services and expertise, specialising in technology and strategy consulting, business process re-engineering and change management. Advised clients on project management, product development and lifecycle management.

Key contributions and successes:

- Identified and documented processes within an SME business, providing enhanced SDLC & support
- Acted in an advisory capacity as a Part-Time CIO, focused on technology platform and monitoring
- Led WiFi product development of a mobile telco, including VoIP development for consumer division

MTN Business, South Africa**Chief Information Officer (CIO)****Jan 2009 to May 2014**

Responsible for all aspects of business technology leadership, taking ownership as CIO for end-to-end IT functions, including development, server operations, network systems, business analysis and MIS issues.

Key role in the formation of the first commercial Internet Service Provider (ISP) in South Africa (Internet Africa), which went through a series of acquisitions, prior to eventual corporate sale to Africa's largest mobile telco, MTA SA. Advised on acquisitions and co-ordinated technology due-diligence and integration activity.

Leadership, management and motivation of a team of 30-40 IT staff, including team mentoring & coaching.

Full remit for budgeting and costing across the entire business, as well as costing models for products.

Key contributions and successes:

- Migrated away from Verizon-based and in-house applications to standardise with MTN SA models
- Delivered major changes across billing, CRM, customer dashboards, underpinning new products
- Acted as the technology representative for MTN, reviewing M&A activities & evaluating investments

Verizon Business, South Africa**Executive – Strategy, Product & Technology****Jan 2004 to Jan 2009**

Responsible for all aspects of business technology leadership, tasked with overseeing IT costings, pricings, product business cases, customer-specific designs, capacity planning and senior shareholder engagement.

Provision of business-critical technology solutions and ensured efficient implementation of daily operations.

Reported directly to the CEO / Country Manager of Verizon Business, with dual reporting into the VP for Pricing / Costing in the UK. Leadership, management and motivation of an engineering team of 30-40 staff.

Managed technology-centric teams, encompassing server operations, developers, network systems, business analysts, and general IT infrastructure.

Spearheaded in-house development for customer monitoring systems, network applications and monitoring, automated provisioning, internal CRM systems and billing systems.

Instrumental in influencing local market strategies in line with matrix reporting, including participation in company speaking events, industry conferences and customer events.

Key contributions and successes:

- Maintained team & business morale during Worldcom chapter 11 phase and acquisition by Verizon
- Full remit for capital budgeting and network capacity planning and costing, budgeting for the region
- Also served on the board between 2000 and 2006 of UUNET Kenya, UUNET Namibia, UUNET Botswana, UUNET Zambia, UUNET Africa, SDN Mauritius (the African holding company).

Early Career

1999 to 2004	Senior Executive, Technology / Director Africa	UUNET, SA
1993 to 1999	Network Engineering Manager	TICSA Internet Africa, SA

Education & Qualifications

University of Cape Town	MBA – Master of Business Administration
University of Cape Town	BSc in Computer Science

Professional Certification & Training

Amazon Web Services	AWS Certified Cloud Practitioner, 2019
Amazon Web Services	AWS Business Professional; AWS Technical Professional, 2018
Johns Hopkins University	Executive Data Science Courses, 2016
Scrum Alliance	Certified Scrum Master, 2015
Rice University	An Introduction to Interactive Programming in Python, 2015
PeopleCert	ITIL v3 Foundation, 2014

Additional Information

UK / RSA Citizen	Excellent references available	Flexible on location for the right opportunity
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