

# Christopher Ridett

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## Personal statement

Experienced, hands-on IT Services/IT Manager with broad expertise across business IT operations, infrastructure modernisation, and cyber security. Most recently, I modernised and consolidated the Royal Institution of Naval Architects' environment, strengthening resilience and business continuity.

- Modernised and consolidated infrastructure, improving security posture and operational reliability.
- Delivered end-to-end support across all tiers (1st line to complex escalations) for a distributed workforce.
- Improved remote-working capability and continuity during COVID lockdowns with no business downtime.
- Reduced costs by bringing hosted services in-house and improving supplier and contract efficiency.
- Supported business-critical systems including CRM (iMIS) alongside BAU operations and forward planning.

## Key Skills

### Leadership & Delivery

Helpdesk/team management and mentoring; supplier/contract management; planning and delivery against business requirements.

### Problem Solving

Issue identification, workarounds, root-cause analysis, and implementation of permanent fixes.

### Cloud & Identity

Azure; Active Directory; Entra; Okta.

### Microsoft 365

Office 365; Exchange; SharePoint; OneDrive; Teams.

### Infrastructure &

Hyper-V; virtual servers; cloud servers; SaaS/PaaS.

### Virtualisation

### Networks & Security

TCP/IP; protocol analysis; firewalls/routers (multi-vendor: SonicWall, Sophos, HP).

### Telephony &

VoIP; 3CX; Yealink; AV conferencing.

### Collaboration

## Employment History

### IT Services Manager — The Royal Institution of Naval Architects (RINA)

Oct 2024 – Present

**Scope:** Accountable for end-to-end IT service delivery for a 25-user organisation, managing suppliers while modernising infrastructure and improving resilience across a legacy estate.

- Stabilised and modernised a supplier-reliant environment with legacy and unsupported systems in daily use.
- Retired multiple legacy servers (including Windows Server 2008 R2) and separated/modernised AD, file, and print services.
- Reduced annual cyber security spend from £30k to £15k by implementing a Sophos solution (MDR, firewall, wireless access points).
- Upgraded physical infrastructure to a VM host and delivered new server workloads (including Sage 200 and Active Directory).
- Delivered end-user computing improvements, including replacement of ageing laptops (4+ years), improving productivity and reliability.
- Negotiated supplier contracts, including reducing a support renewal from 30+ hours/month to 14 hours/month; planned and scoped urgent member portal work for integration with Dynamics CRM.

**Tech:** Sophos (MDR, Firewall, WAPs) | Hyper-V | Windows Server | Active Directory | Sage 200 | Dynamics CRM (integration)

**IT Manager — Chartered Institute of Water and Environmental Management (CIWEM)**

*Sep 2014 – Sep 2024*

**Scope:** End-to-end leadership of IT services and change for a 25-user organisation, with ownership of supplier relationships and a typical IT budget of ~£200k; responsible for Microsoft 365 administration, security improvements, and infrastructure/cloud delivery.

- Provided end-to-end IT support for a distributed workforce; maintained continuity before/during/after COVID with no business downtime.
- Led infrastructure modernisation: on-prem server rebuild to Hyper-V (including AD rebuild and P2V) and subsequent migration to Azure virtual servers.
- Owned Microsoft 365 and identity administration (including Entra), improving security and operational control.
- Implemented cyber security awareness initiatives and contributed to Cyber Essentials implementation.
- Managed a £100k CRM project as Project Manager, controlling budget and third-party contractors.
- Migrated the phone system twice to meet evolving business requirements, each time with minimal downtime.
- Owned and supported the EPOTY submission platform (Linux/LAMP), including updates (HTML/PHP/Apache/MySQL).
- Improved asset management and endpoint protection, supporting hardware rollouts and loss-prevention controls; reviewed suppliers for cost effectiveness and environmental considerations.

**Tech:** Microsoft 365 (Exchange, SharePoint, Teams, OneDrive) | Entra | Azure Virtual Servers | Hyper-V | Linux/LAMP | VoIP/Telephony | HTML/PHP/MySQL

**Hands-on IT Manager / Head of IT — Hobart Capital Markets**

*Oct 2008 – Jul 2014*

**Scope:** Led day-to-day IT operations and service delivery, combining user support, infrastructure oversight, vendor management, and cost optimisation initiatives.

- Trained and mentored an IT Assistant who became a key member of the IT team.
- Reduced costs by consolidating server equipment and extending hardware warranties where appropriate.
- Negotiated supplier contracts and brought support in-house, saving approximately £15k p.a. (Etrali Dealerboards) and £3k p.a. (telephone systems).
- Decommissioned the disaster recovery site without impacting the main network or causing unplanned downtime.
- Monitored and supported the network using Nagios, ProCurve Manager, Wireshark, and Checkpoint Tracker.

**Tech:** Nagios | HP ProCurve Manager | Wireshark | Check Point (Tracker) | Server consolidation | DR/BCP

**IT Helpdesk Manager / Senior Support Analyst — Dawnay Day**

*May 2005 – Sep 2008*

**Scope:** Managed the helpdesk function and provided senior 2nd/3rd line support, combining service delivery, documentation/KPI reporting, and network troubleshooting.

- Led a long-term programme to migrate three legacy telephone systems to an enterprise-class platform (in progress during company administration).
- Delivered day-to-day network monitoring, desktop and server support, ticket management, and backup administration.
- Documented procedures and workflows; mentored/appraised direct reports; reported KPIs to the Head of IT.
- Used HP ProCurve Manager and Wireshark for troubleshooting, packet analysis, and inter-switch traffic monitoring.
- Supported network connectivity projects and supplier liaison (e.g., Colt/BT service issues and new installs).

**Tech:** HP ProCurve Manager | Wireshark | Backup administration | VoIP/Telephony migration | Ticketing/Helpdesk KPIs

**Tier 4 Support / New Product Introductions Specialist — Avaya**

*Feb 2001 – Feb 2005*

**Scope:** Delivered Tier 4 escalations and new product introduction support for VoIP/call-centre solutions, focusing on complex troubleshooting, replication, and technical documentation.

- Planned and implemented a full VoIP solution for a 50+ seat call centre.
- Reproduced and resolved escalated issues from business partners (WAN delay analysis, reporting anomalies, intermittent faults).
- Produced detailed technical documentation and reports for new products and complex escalations.

**Tech:** VoIP/Call centre | WAN traffic analysis | Reporting tools | Escalation management | Technical documentation

**Technical Support Manager / Senior Support Engineer —**  
**Telinet / Direct Telecom**

*1992 – 2001*

**Scope:** Managed a technical support team supporting field engineers and internal stakeholders, owning major escalations and providing technical oversight for large installations.

- Managed a team of three providing technical support to field engineers, customer service, sales, and end users.
- Owned resolution of major incidents escalated beyond engineers, liaising with manufacturers and managing response times and stakeholder expectations.
- Provided technical oversight for major installations and partnered closely with Project Management.
- Began as a trainee supporting Cat5 cabling installations and progressed into senior engineering responsibilities.

**Tech:** Telephony/communications | Cat5 cabling | Major incident management | Manufacturer liaison | Field engineering support

**Education**

- City University, London (1991 – 1994): Electrical & Electronic Engineering degree (attendance).
- Trinity School of John Whitgift (1984 – 1991): A-levels in Electronics and Physics; AS-level in Mathematics.

**Hobbies & Interests**

Photography, technology, classic cars.

**References**

References available upon request.