

Antony Puncher

CIO | IT Director | Head of IT

Business Technology, Digital, Cloud Operational Excellence & Transformation Expertise

Rochford, Essex, UK | +44 (0) 7794 009 206 | tony@puncher.co

www.linkedin.com/in/antonypuncher

Professional Overview

Dynamic, change-driven and commercially-astute as a Senior IT Executive, with 15+ years of success in adding value via use of technology in B2B, B2C, travel, sporting, banking, SME and global corporate markets.

Promotes a 'people-first' approach to IT, as well as using best practice such as Agile, DevOps and ITIL.

Proactively works across the organisation, bridging the gap between technology and key business needs, securing stakeholder and user buy-in, delivering change, and managing trusted IT and technology operations.

A positive & inspiring approach, with strong interpersonal skills, leading teams of people, leveraging an empowering leadership style. Articulates the benefits of investment in technology and related processes.

Passionate about the potential of business technology, with experience spanning services & solutions, cloud, enterprise architecture, AI, and digital solutions, whilst positioning IT as a trusted business partner.

Proven ability to lead resilient, robust, and scalable IT operations, reducing technical debt, delivering exceptional client service, and driving strategic initiatives that accelerate business growth and profitability.

Key Skills & Expertise

Technology Leadership & Strategy	Digital Transformation Programme	M&A IT Integration & Carve Outs
IT, Digital & Business Alignment	IT Operating Models & Automation	ITIL Service & Risk Management
Financial & Resource Management	Cloud Services & Data Migrations	Agile Delivery & DevOps Approach
IT Operations & IT Service Delivery	IT Systems Integration & Migration	Technology Vendor Management
Cybersecurity & Disaster Recovery	Artificial Intelligence Technologies	C-Suite & Board-Level Reporting

Career Experience

Your Golf Travel Limited

Head of Information Technology Operations

Jun 2022 to Present

Responsible for all elements of business technology and IT operations, leading the IT function, aligning department goals with company strategy, and partnering with the CIO to shape long-term tech initiatives.

Full remit for day-to-day management of a high-performing IT support function, implementing ITIL-aligned processes to improve incident resolution times & support satisfaction, while managing a £1m OPEX budget.

Leadership, management and motivation of a multi-functional team of staff, including an international team of DevOps Engineers. Acts as the liaison between software developers and diverse business stakeholders.

End-to-end project lifecycle management and delivery, encompassing planning, scope, risk, and issues.

Successfully achieved a significant 35% reduction in cloud spend, realising business benefit and savings.

Key contributions and successes:

- Engaged at C-Suite level, presenting monthly board reports on system performance and IT issues
- Spearheaded the business migration to a cloud-based telephony system, with WhatsApp integration
- Took the lead in managing a series of M&A technology transitions, ensuring smooth IT integration
- Championed a 'people-first' culture in the IT team, maintaining morale and avoiding high staff churn
- Directed the cloud migration of mission-critical systems, increasing IT technology uptime to 99.9%

Your Golf Travel Limited

Systems Administration Manager

Jan 2020 to Jun 2022

Led the core infrastructure and service management function, embedding ITIL practices, and overseeing Incident, Problem & Change Management processes to improve operational efficiency & reduce downtime.

Regularly briefed senior stakeholders on infrastructure performance and incident trends to refine service

End-to-end project lifecycle management and delivery, encompassing planning, scope, risk, and issues.

Successfully delivered a major CRM upgrade, introduced cloud-based collaboration tools, migrated on-premise systems to the cloud for improved business continuity, and onboarded newly-acquired businesses.

and setting up international operations, and nurturing a results-driven support culture for timely escalations, reduced downtime, and stronger team cohesion.

Key contributions and successes:

- Implemented cloud-based collaboration tools, enabling more agile workflows and business visibility
- Leveraged cloud technology to improve both business continuity and disaster recovery resilience
- Led IT elements of post-M&A integration, including setting-up international operations & facilities
- Championed a results-driven support culture, ensuring timely escalations & strong team cohesion

**Your Golf Travel Limited
Systems Administrator**

Jul 2012 to Jan 2020

Responsible for all elements of IT systems administration, leading IT projects beyond traditional support, including renovating three offices, managing tech integration, and implementing disaster recovery systems.

Full remit for budgetary managing, controlling project budgets of c.£1m, in addition to managing SLAs.

Successfully migrated the business to GSuite, managed server environments, oversaw KPI tracking, and executed office relocation projects, including the migration of technology, legacy data, and internal users.

Key contributions and successes:

- Established robust Disaster Recovery (DR) systems and protocols, boosting business resilience
- Took responsibility for KPI tracking across SLAs, driving consistent performance & improvement
- Delivered office relocations, including complete IT set-ups including from cabling and hardware

**Michael Dempsey IT Contracts Ltd
IT Helpdesk Manager**

Jan 2011 to Jun 2012

Responsible for managing a support team providing IT services to commercial and residential clients, ensuring consistent SLA compliance and a high-quality customer experience. Engaged key stakeholders.

Effectively prioritised workloads for field engineers, handling direct customer escalations, negotiating SLAs.

Implemented improved tracking and ticketing tools, streamlining workflows and improving resolution times.

Key contributions and successes:

- Agreed service agreements with a portfolio of clients, providing service to exceed expectations
- Collaborated with stakeholders and field agents to deliver cohesive and responsive IT support

Early Career

Aug 2005 to Feb 2011	Web Administrator / IT Support	St Luke's Hospital Group
Sep 2003 to Aug 2005	Bus Driver	Arriva Group
Apr 2001 to Sep 2003	Barman and Waiter	Various, Greece & Spain
Aug 1999 to Apr 2001	2nd Line Support	Lloyds TSB Bank
Sep 1997 to Aug 1999	Credit Card Collections	Lloyds / Lloyds TSB

Education

Firebase Training	ITIL Certificate in IT Service Management
South East Essex College	GNVQ Advanced IT - Distinction

Additional Information

UK Citizen	Excellent references available	Flexible on location for the right opportunity
Interests:	Volunteering, running, paddle boarding, enjoying family time, outdoor activities	