



# CHARLES D. MCMENAMIN

## IT OPERATIONS LEADER

### PROFESSIONAL PROFILE

IT Operations Leader with extensive international experience in operations, infrastructure, data centre operations, and digital workplace services. Proven ability to support and coordinate enterprise IT environments, with strong interpersonal and customer-focused skills. Fluent in English and German.

### PROFESSIONAL EXPERIENCE

#### IT-SPECIALIST

Stadt Baden – RPB

(2022 – 2024)

- Implementation and further development of IT systems
- Implementation of IT strategies and concepts
- Ensuring IT security throughout the organization
- Azure & O365 as well as device management
- Team leadership, customer and supplier management
- Budget responsibility and project coordination

#### MANAGER DIGITAL WORKPLACE SERVICES

General Electric - Baden

(2018 – 2020)

- IT operations for 12 GE organizations in Switzerland (approx. 4,000 employees)
- Management of a multilingual team with 6 direct reports
- Ensured technical account management and customer satisfaction

#### IT-INFRASTRUKTUR & SERVICES MANAGER

Nectar Financial, Altendorf SZ

(2017-2018)

- Overall responsibility for IT in Europe, New York, and Hong Kong
- Management of banking partnerships and support during audits
- Technical strategy development and team coordination

#### EMEA DATACENTER OPERATIONS MANAGER

Groupon International GmbH, Schaffhausen

(2012-2017)

- Set-up and operation of all Groupon data centers in the EMEA region
- Recruitment and management of operational teams
- Regular international travel for site coordination

### COMPETENCES

<div></div>	IT Infrastructure and Cloud Services
<div></div>	Operations Management
<div></div>	Technical Account Management
<div></div>	Languages: English and German.

### CONTACT

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Zürich Region



### EDUCATION

 **UNIVERSITY OF ABERDEEN**  
BSc Computer Science  
2011

 **HARVARD BUSINESS**  
Leadership as a Coach  
2019

 **DISNEY INSTITUTE**  
Customer Service  
Excellence  
2018