



CHARLES D. MCMENAMIN

IT INFRASTRUCTURE
& OPERATIONS
LEADER

Mellingen AG
www.linkedin.com/in/cdmc
charles@mcmenamin.ch
+41 79 598 7826

DOB: 06.02.1990

CH Residency Status: C
Nationality: Ireland

PROFILE

Experienced IT and infrastructure leader with international experience across IT operations, service delivery, digital workplace, infrastructure, and data centre operations. My leadership style is hands-on, service-oriented, and dependable, with a strong focus on stable, secure, and practical solutions. I perform particularly well in environments that require calm, structure, and accountability — whether in day-to-day operations, complex change situations, or in collaboration with teams, stakeholders, and external partners. I'm valued for pragmatic execution, clear communication, and the ability to create trust and reliability, even under pressure.

PROFESSIONAL EXPERIENCE

Career Break / Family Responsibilities

April 2024 - Present

- Took a career break due to a complex family situation across multiple countries
- Now fully available for a long-term, hands-on leadership role in IT operations

IT SERVICE DELIVERY

Stadt Baden - RPB | December 2022-April 2024

- Led the operation and ongoing development of the overall IT environment
- Ensured IT security, governance, and Microsoft 365 services
- Managed external service providers and budget responsibility
- Coordinated service delivery, operational stability, and end-user requirements

Manager Digital Workplace Services

GE Power | Baden AG | November 2018-October 2020

- Led IT operations for twelve organizations across Switzerland
- Oversaw service quality, escalations, and operational support in the live IT environment
- Managed a multilingual IT team
- Collaborated closely with global IT functions and key stakeholders



CHARLES D. MCMENAMIN

IT INFRASTRUCTURE
& OPERATIONS
LEADER

Mellingen AG
www.linkedin.com/in/cdmc
charles@mcmenamin.ch
+41 79 598 7826

DOB: 06.02.1990

CH Residency Status: C
Nationality: Ireland

Global Infrastructure & Services Manager

Nectar Financial | SZ | January 2017-October 2018

- Held overall responsibility for IT services and infrastructure across Europe, New York, and Hong Kong
- Responsible for ERP, audit coordination, and vendor management
- Ensured stable, compliant, and service-oriented IT operations in an international environment

EMEA Data Center Operations Manager

Groupon Inc | SH | January 2012-December 2016

- Responsible for the build-out, operation, and ongoing development of data centre services across the EMEA region
- Managed incidents, escalations, and day-to-day operations in critical infrastructure environments
- Built and worked closely with internal teams and external service providers to ensure stability and availability

EDUCATION

Disney Institute, Orlando FL, USA

Customer Service Excellence | February 2019 - April 2019

Harvard Business School - GE Crotonville

Leadership as a Coach | May 2019 - July 2019

University of Aberdeen, Scotland UK

Bachelor of Science - Computer Science | 2008 - 2011

CORE COMPETENCIES

- Leadership of international teams
- IT Operations & Service Delivery
- Digital Workplace
- Data Centre Operations
- IT Infrastructure
- IT Security & Business Continuity
- Vendor Management
- Budget Responsibility
- Escalation & Incident Management
- Languages: English & German