

Jake Mayweather

AWS-Certified Solutions Architect Associate

Digital Technology, Infrastructure & Cloud Services

"Career-defining brands (Fortune 500-ranked and ASX-listed): Amazon Web Services (AWS) #2/500, Insurance Australia Group (IAG), IBM #5/500, ING #18/500, Dimension Data, Concorde International, Mallesons Stephen Jaques and Deloitte."

Growth- and Capability-Enabling Technology, Infrastructure and Cloud Services Executive often credited as the "initiator and driving force" behind large-scale, enterprise-wide change initiatives, multimillion-dollar revenue gains/cost savings and commercially charged digital adoption investigations. Weaponises global organisations with the competitive advantage and pivot readiness needed to survive—and thrive—in ever-changing, congested and increasingly commoditised markets.

Servant Leader who builds high-power matrixed teams with superior technical depth, "norm-challenging" and "think big" mindsets and customer-obsessed and collaborative team cultures. Known for ability to visualise, pitch and win buy-in for bold skill-raising programs that scale individual and enterprise capability (people, processes, and technology). Designs, launches and heads first-of-its-kind learning programs, talent-, strategy- and product-led pilots and radical problem-solving initiatives.

"Powering growth, capability, technology disruption and accelerating the organic pace of change for multinational, world-dominating technology powerhouses, global IT/ICT consulting and technology services organisations, global banking, and financial services institutions, "big 6" law firms and "big 4" accounting firms."

EXECUTIVE ASSETS

Complex Project & Program Management – End-to-End Technology Transformation– IT Consulting & Delivery – Governance Strategic Leadership – Highly Structured, Methodical Delivery Expertise – Global Team Management – Business Analysis Leader of High-Performing Teams – Multi-Industry, Public & Private Sector Experience – IT Regulatory Compliance Mergers, Acquisitions & Integrations – Large-Budget Control – Process Improvement – Managed Services, Outsourcing Infrastructure Optimisation – Complex Environments – Vendor Management – Stakeholder Relations – Portfolio Management

TECHNOLOGY LEADERSHIP HIGHLIGHTS & IMPACT

AMAZON WEB SERVICES (AWS): Weaponised AWS with a competitive advantage after introducing a technology-empowered, data-driven approach to managing risks, opportunities, performance, trends, and reporting. Headed the Data and Analytics and Innovation Advisory practice through rapid and accelerating growth and customer demand.

INSURANCE AUSTRALIA GROUP (IAG): Cut operating costs by \$10M annually. Realised 15% in cost savings by eliminating redundant positions, legacy systems, and processes. Decreased critical and high cyber vulnerabilities to systems across infrastructure fleet by 80% and established enterprise processes to keep vulnerability discoveries low. Future-proofed IAG and cut labour costs via upskilling initiative and elevated eNPS from an all-time low of -54 to 10. Helmed cyber vulnerability remediation plan and launched 10 streams of work to address process, people, technology, and change practices.

IBM AUSTRALIA: Led 30% YOY growth for IBM's Systems hardware sales boasting 98% client satisfaction. Established IBM Australia's Lab Services business, resulting in an additional 754% annual revenue. Directed historic service bid and proposal that won a \$40M Hybrid Cloud Infrastructure program for a government client. Reversed cost blowouts, project delays and a backlog of unbilled revenue. Trained and empowered large teams, yielding 100% employee retention over 6 years.

EXPERIENCE IN ACTION

AMAZON WEB SERVICES (AWS) | Sydney, NSW | 2020–Current

A subsidiary of Amazon that provides on-demand cloud computing platforms and APIs to individuals, companies, and governments. Ranked #2 in Fortune's 2023 list of the World's Most Admired Companies for the 7th year in a row.

SENIOR PRACTICE MANAGER – DATA & ANALYTICS & INNOVATION ADVISORY (2022–Current)

Oversight: \$55M CAPEX & \$15M OPEX | Direct/Indirect Reports: 17/38 | Reports to: ANZ Professional Services Deliver Leader

Appointed to head Amazon Web Services (AWS) Australia's Data and Analytics and Innovation Advisory practice and position a ~40-strong team of Infrastructure, DevOps, and Advisory Consultants to accelerate brand innovation and scalability, maintain enterprise sustainability and reliability and deliver breakthrough experiences for customers and end users. Define, design and drive AWS Australia's cloud-consulting model, mitigate and manage risk and identify and develop opportunities.

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ACTIONS & RESULTS:

Scaled capability within the Data and Analytics and Innovation Advisory practice, helmed large-scale innovation, product, and transformative projects programs and built a high-performing matrixed team of consultants with superior technical depth, outstanding customer relationship skills and a "think big" mindset.

GROWTH, TEAM BUILDING & CAPABILITY

- **Weaponised AWS with a competitive advantage after introducing a technology-empowered, data-driven approach to managing risks, opportunities, performance, trends, and reporting.** Replaced labour-intensive and often duplicated data gathering across multiple teams within the Professional Services business with a globalised tool and workflow.
 - Trained Cloud Architects to measure customer outcomes and contribute to reporting mechanisms using AWS' data-driven writing systems and rolled out a consistent reporting and tracking mechanism across 200 people and 5 teams.
- **Built capability to deliver \$5M+ in Professional Services** (including Amazon's unique innovation offerings and cloud platform architecture)—despite the decline of ProServe's Innovation Advisory Practice following organisational reform.
 - Empowered customers to harness growth and innovation while operating at scale after building and launching AWS Australia's Advisory Area of Depth—a community of like-minded Consultants and Product Managers with in-depth training on Amazon's Working Backwards mechanisms and Culture of Innovation.
- **Headed the Data and Analytics and Innovation Advisory practice through rapid and accelerating growth and customer demand,** an ever-evolving team, complex activities across different needs from Data and Analytics, Machine Learning to Innovation Consulting, and Cloud Transformation to uplift in DevOps maturity.
 - Doubled team headcount from 20 to nearly 40 consultants with superior technical depth.
 - Rocketed overall capability through designing and delivering capability uplift programs dubbed "Areas of Depth" to build new team skills extended across innovation, SaaS, and cloud transformation.
 - Pitched and won a \$170M+ 3-year deal (renewal and service expansion) with the Digital Transformation Agency allowing government agencies to utilise AWS cloud services.
 - Built an adaptable and highly scalable cloud architecture and innovation consulting practice by embedding Amazon's "Working Backwards" methodology, working with sales and architecture teams to design compelling proposals matched to solve business problems and motivating a customer-obsessed and collaborative team culture.

SENIOR ENTERPRISE SUPPORT MANAGER (2020–2022)

Oversight: \$55M CAPEX & \$15M OPEX | Direct/Indirect Reports: 4/40 | Reported to: Enterprise Support Area Leader

Headhunted into the Public Sector business to design and execute a bold strategy to enable Amazon's largest and evolutionary government customers navigate the operational, adoption and support challenges of cloud computing. Headed a team of Technical Account Managers—serving as the primary point of contact for customers across the Australian Government and their affiliates. Powered rapid YOY growth (~37%) despite the onset, peak and global disruption of the COVID-19 pandemic.

ACTIONS & RESULTS:

Piloted strategic, large-scale, and division-wide changes that powered 32% revenue growth, team productivity, diversity and talent acquisition and customer capability.

STRATEGY, CHANGE & CAPABILITY

- **Rocketed division-wide revenue 32% (from \$881K to \$1.012M) and grew the Technical Account team 59% (from 9 to 22).**
- **Positioned Australian Government agencies/departments with high-calibre business-as-usual (BAU) capabilities through the unprecedented challenges of the COVID-19 pandemic (remote working, economic relief outflows, data/digital experience)**—and access to AWS advisory/professional services and 200+ fully featured AWS cloud services.
 - Devised and coordinated the Enterprise Support component of extending and renewing the \$170M+/3 years "Whole of Government" (WOGA) agreement via a simple contracting model. Saved each agency ~\$20K (\$5M combined) from day 1 due to the economies of scale achieved through the aggregated procurement agreement.
- **Optimised gender diversity within Enterprise Support** from a 95% male-dominated enterprise to 65% male/35% female after pioneering a globally celebrated change initiative to balance female-to-male ratios of Technical Account Managers.
 - Won HQ buy-in for business case on attracting female talent to traditionally male-filled technical roles and solutions for fuelling change. Pioneered the "Equilibrium" program—a first-of-its-kind talent acquisition plan with built-in investment in skill building/education/certification and onboarding to develop, coach, extend and retain new hires.

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- **Raised job satisfaction ~12% and efficiency 15% among fatigued, heavily loaded workforce** (triggered by the COVID-19 pandemic, 2019 bushfires and targeted security threats) after initiating an Enterprise Support-wide recovery mission.
 - Led global investigation (survey/data analysis/onshore information-gathering session) to uncover challenges faced by Technical Account Managers within Enterprise Support. Tabled business case and winning solution (operating model changes) to improve staff satisfaction and workflow and scale support services for public sector customers.

INSURANCE AUSTRALIA GROUP (IAG) | Sydney, NSW | 2018–2020

The largest general insurance company in ANZ. The Group's businesses underwrite ~\$12B of premiums yearly, selling insurance under many brands: NRMA, CGU, SGIO, SGIC, Swann and WFI (Australia), and NZI, State, AML, and Lumley Insurance (NZ).

EXECUTIVE MANAGER: COMPUTE & STORAGE SERVICES

Oversight: \$55M CAPEX & \$15M OPEX | Direct/Indirect Reports: 6/80 | Reported to: Executive General Manager Infrastructure

Recruited to herald in an era of change by expanding the maturity of Group Technology to global best practice—while driving operational excellence, customer experiences, business optimisation and people agility. Challenged to rebuild an inherited team with long-lasting low engagement and poor morale. Sustained 'business as usual' through 2x company restructures, merger with IT in NZ and global outsourcing with IBM. Optimised IAG business model to support digital business.

ACTIONS & RESULTS:

Directed 80+-member team and 80 partners, managed \$70M CAPEX/OPEX budgets and designed a two-year strategy to deliver world-leading customer experiences, drive profitability and create sustainable value for IAG.

STRATEGY, GROWTH & OPERATIONS

- **Cut operating expenses by \$10M YOY and delivered 15% in cost savings.** Pioneered many initiatives, including a Microsoft Azure cloud and mainframe optimisation and tuning project, renegotiated commercial contracts with VMware, Microsoft, and Hitachi, decommissioned legacy storage systems and steered regular financial operating cadence with management.
- **Led an infrastructure automation and orchestration initiative for infrastructure both on-premises and in-cloud.** Delivered fully orchestrated end-to-end capability, improving process execution, speed, and efficiency. Windows and Linux provisioning decreased from 3 days to less than 1 hour. Reduced disaster recovery processes from days of manual effort to 15min via automation and orchestrated provisioning.
- **Retired dated data infrastructure and platforms, transformed systems, and enhanced the customer experience** as a key operative of the Executive Leadership Team (ELT) in developing IAG's enterprise-wide Cloud Strategy—a transformation journey to simplify the technology stack and leverage self-service cloud computing platforms securely and rapidly.
 - Aligned targeted investments and in-flight projects toward strategic imperatives such as reducing operational risk, improving operational efficiency and modernising/simplifying technology.

Pioneered initiatives to reduce organisational risk by leading round table and all-hands strategy meetings and developing an operating rhythm to deliver on group technology objectives.

RISK MANAGEMENT & SOLUTION DELIVERY

- **Overcame technology management challenges** by adopting new models and organisational design to optimise the delivery of infrastructure and operations services over projects. Leveraged cloud technologies as enablers to realise business outcomes for emerging technologies.
- **Slashed server provisioning time by 300%** through modernising hyper-converged VSAN infrastructure and programmatic access to infrastructure via code.
- **Decreased critical and high-cyber vulnerabilities to systems across IAG's infrastructure fleet by 80% in 12 months** and established enterprise processes to keep vulnerability discoveries low.
 - Led cyber vulnerability remediation plan and launched 10 streams of work to address process, people, technology, and change practices. Implemented automated discovery and solutions across cloud, Linux, and Windows systems.
 - Reduced the risk of cyber threats to Linux environments by 50% by deploying an Ansible Tower solution, further enabling automation and advanced patch management.
 - Shifted 1000+ application servers to a monthly patching cycle, significantly reducing critical and high-level cyber vulnerabilities across the fleet of 10K hosts.

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Brought back the "zest for coming to work" by restructuring teams, introducing agile ways of working, investing in automation technology, and upskilling/education programs for team-enabling career paths.

PEOPLE & CULTURE | CAPABILITY BUILDING

- **Scaled IAG's cloud capability and powered digital business transformation and cloud-based operation.** Trained 180+ staff via IAG's Cloud Academy (raising cloud credentials from 3% to 60%), distributed 100+ staff across compute and adjacency teams and designed and launched IAG's workforce of the future and "AWS Cloud 30 (workloads) in 50 days" initiative.
- **Addressed the slow adoption of niche/emerging technology (namely, cloud), built in-house cloud capability, and re-engaged/revitalised the workforce** by heading upskilling, education, and re-engagement initiatives. Launched IAG's GT Cloud Academy 45 and GT Tech Flaunt staff training programs and the AWS Cloud 30 (workloads) in 50 days initiative.
 - Elevated cloud-trained staff to 50%+ (from less than 5%).
 - Upskilled/reskilled 65% of the traditional data centre compute workforce.
 - Raised talent retention by 30% and reduced recruitment costs by 65%.
 - Headed the targeted shift towards digital transformation and leveraged cloud technologies as "enablers to realising business outcomes for emerging technologies."
- **Improved eNPS for Employee Advocacy Heartbeat (culture survey) from an all-time low of -54 in April 2018 to 10 in just 12 months**—amidst 2x organisational restructures and corporate outsourcing programs. Also lifted leadership effectiveness scores from 3.20 in April 2018 to 4.07 in December 2018.
 - Applied a servant leadership philosophy, leading initiatives around team culture, upskilling, training, and succession planning. Introduced operating rhythm lifting communication and inspired collaboration adoption Trans-Tasman.

IBM AUSTRALIA | Sydney, NSW | 2006–2017

Ranked #32 of the Fortune 500 firms, IBM is an American multinational technology company with operations in 170+ countries.

SYSTEMS LAB SERVICES LEADER (2012-2017)

Oversight: \$8M | Direct/Indirect Reports: 20/50 | Reported to: Lab Services Executive Asia Pacific

Promoted to establish and drive growth for IBM Systems Lab Services and increase the implementation of IBM products and solutions Australia-wide by designing, building, and delivering IT infrastructure for clients. Delivered large-scale, complex IT transformation projects/solutions from concept through delivery, technical architecture, finance, operations, and training.

ACTIONS & RESULTS:

Skyrocketed revenue 754%, won new \$40M contract and cultivated relationships to drive product implementation, profitability, and governance.

STRATEGY & GROWTH

- **Established the Lab Services business for the Systems Group delivering a 754% revenue increase in just 6 months.** Additionally, served as in-house advisor providing specialist-level proactive and responsive IT / technical guidance.
 - Exceeded revenue and gross profit targets for 6 years, displacing the ITS Affinity Services business in GTS in 2013.
- **Directed the services bid and proposal that won a \$40M Hybrid Cloud Infrastructure program** for a government client.
- **Played a key role in acquiring USD \$159.8M of signed Systems revenue in the first half of 2017.** Oversaw the integration of niche and emerging technology for IBM clients, leading a team of technical consultants and opportunity managers.
- **Realised 30% year-on-year (YOY) growth for Systems hardware, achieved client satisfaction metrics above 98% and eliminated implementation risk.**
 - Built a customer-centric, solution-driven services business aligned to the Systems group, mitigating implementation risk, improving client satisfaction, and increasing the take-up of IBM Systems technology.
 - Directed sales initiatives, developed business plans, and executed sales and marketing strategies to drive adoption of IBM's product lines while building relations with clients, prospects, resellers, suppliers, vendors, and partners.
- **Surpassed IBM's profitability targets by 20%, delivering a 15% improvement in project profitability.**
 - Rebalanced the resource mix, judiciously selected resource sourcing options and centred efforts on high-value and annuity-based services. Strategically positioned the finite pool of highly skilled and engaged technicians earlier in the sales cycle, giving clients a "try before you buy" approach to services engagement.

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OPERATIONS & DELIVERY

- **Simultaneously delivered up to 10 major IT change/transformation projects at one time from \$50K to \$20M.** Frequently tapped to oversee the most complex and challenging projects with multiple change owners and variable releases.
- **Increased solution time to market (TTM), reduced sales cycle duration, eradicated repetitive tasks and created reusable content.** Initiated and led the creation of a services offerings portfolio (catalogue) aligned to key sales plays, including predetermined statements of work (SOW) that were effortlessly customised to customers' requirements.
- **Reversed division-wide cost blowouts, project delays and a backlog of unbilled revenue.** Introduced a project portfolio governance system and auxiliary business model for project supply, cost control, forecasting and revenue identification.

PEOPLE, CULTURE & STAKEHOLDER RELATIONSHIPS

- **Led a team of 18+ IT experts (practitioners, technical architects, systems specialists and project and opportunity managers) with zero attrition over 6 years.** Team spanned multiple geographies within the organisation, designing for cognitive business, building with collaborative innovation, and delivering through a cloud platform.
- **Explored and developed progressive relationships with new prospects** at the C-level of Fortune 500/multinational companies, private firms with \$1M to \$200B annual revenue, and high-growth start-ups to achieve business goals and identify and capitalise on opportunities that bring the highest value and ROI.

EARLY IBM ENGAGEMENTS

Systems Technical Sales Manager
IBM Project Executive
Senior Project, Bid & Proposal Manager
Primary Health – Solution Delivery Manager

TECHNOLOGY CAREER FOUNDATION & INDUSTRY RISE

Production Services Project Manager/Senior Technical Architect, ING Bank
Systems Engineer, Dimension Data
Technical Specialist, Concorde International
Technical Support Officer, Mallesons Stephen Jaques
Technical Support Analyst, Deloitte

EDUCATION & MEMBERSHIPS

AWS-Certified Solutions Architect Associate, 2021
AWS-Certified Cloud Practitioner, 2020
Master of Business Information Technology, University of Technology, Sydney NSW, 2011
Project Management Professional (PMP), Project Management Institute, Sydney NSW, 2010
Member, Project Management Institute

ENDORSEMENTS & PEER RECOMMENDATIONS

Senior-level Feedback

"**You bring a lot of strengths to your work at Amazon.** What stands out for me is: Jake joined ProServe as a Senior Practice Manager after leading and growing the Public Sector Enterprise Support team in his first 2 years at AWS. In this time (5 months), he has invested in the growth of others through the promo mechanism (Shady, Xavier and Preet), IC2M (Prashit) and acted upon poor performance utilising the OLR mechanism (Pearl, Tom, Bella, and Anurag)."

Peer Feedback

"**Jake demonstrates amazing grit and determination in his approach to leadership and delivering outcomes.** He is eager to dive deep and immerse himself in new challenges and opportunities, allowing him to reveal new and effective paths forward. He has demonstrated this by leading a team with skills/offerings/capabilities outside of his own while exhibiting humility, empathy, and motivation to earn the trust of others and achieve outcomes for customers and AWS."

"**Jake has been a key champion of ANZ's Cloud Adoption Framework (CAF) program.** Leveraging his keen understanding of customers' digital transformation opportunities and challenges, He uniquely positioned his team as the CAF centre of excellence in ANZ. I immensely enjoyed collaborating with Jake and his team and look forward to a continued partnership."

"**Jake is an absolute gun and gets things done with speed.** His passion for our Amazonian mechanisms and "ways of working" is awesome and has a positive knock-on effect with the people around him. He is persistent, does not accept that something can't be done and will find a way to achieve his goal/desired outcome."

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Resume Strategy:

Jake had never needed a resume before because he had been head hunted for most of the appointments he'd held—and often repeatedly. Being in the IT transformation space, Jake's achievements were often intertwined and multi-part successes. It was also challenging to pick just a handful of accomplishments for each role.

Jake's new minimalistic-styled classic resume featured an eye-catching first page—to strategically capture the interest of human readers—with zero interference to ATS software (scanning and scoring). For each of Jake's appointments, I included an overarching headline and grouped his best achievements under subheadings to enhance readability.

I considered colour combinations, font size, line spacing and design elements very carefully and maximised white space throughout to make reading and skimming easy for diverse readers (technical and non-technical).

Jake was thrilled to accept a new executive role with a tier 1 software company in the first 14 days of using his new resume.

Please Note: This resume was written for the Australian market; therefore, spelling, dates, and acronyms, are in line with relevant standards. The format was kept at A4 sizing (in compliance with 2023 TORI requirements), and content has been fictionalised to protect client privacy.