

Deron Fingleson

Location: Gallo Manor, Sandton, South Africa | Phone: 076-933-4082 | Email: deron.fingleson@gmail.com | [LinkedIn](#)

PROFESSIONAL SUMMARY

IT leader with more than 10 years of experience directing infrastructure, operations, and enterprise systems in telecommunications, technology, and services organizations. Skilled in designing and implementing cloud, security, and network solutions that improve reliability, reduce costs, and align with business priorities. Experienced in managing multimillion-rand budgets, negotiating vendor agreements, and leading the deployment of ERP, ITSM, HRIS, and collaboration platforms. Recognized for improving operational efficiency, strengthening cybersecurity posture, and delivering scalable technology strategies that support organizational growth.

CORE COMPETENCIES

IT Operations and Management	IT Operations Management, Process Standardization, SOP Development, IT Governance, Policy Development, Budgeting, Vendor Management
Cloud Platforms and Infrastructure	Microsoft Azure, AWS, Google Cloud, Cloud Architecture, Infrastructure Design, Virtualization, Docker, Hyper-V, VMware
Cybersecurity and Monitoring	Cybersecurity, SIEM Solutions, Microsoft Defender, Azure Defender, Endpoint Protection, Monitoring Tools, AIP, RMM Tools
Enterprise Systems and Applications	ERP Implementation, HRIS Deployment, ITSM Systems, Microsoft 365, SharePoint, Teams, Collaboration Platforms
Network and Systems Administration	Network Design, WAN, LAN, Cisco, Fortinet, Ubiquiti, Identity Management, Active Directory, Windows Server, Linux, macOS
Project and Program Delivery	Project Management, Program Management, Technical Solution Design, Stakeholder Communication, Vendor Coordination
Backup and Recovery	Disaster Recovery Planning, Business Continuity, Veeam, Azure Backup, Redundancy Solutions, Failover Mechanisms
Automation and Scripting	Microsoft Endpoint Manager, Patch Automation, PowerShell, Terraform, GitLab
Leadership and Strategic Management	Organizational Leadership, IT Strategy, People Management, Team Development, Stakeholder Engagement, Change Management, Strategic Planning

PROFESSIONAL EXPERIENCE

Technology Consultant | Self-Employed

September 2025 – Present

I provide independent consulting services focused on operational systems, automation, and cloud infrastructure for small and mid-sized organizations. My work centers on designing integrated technology solutions that streamline workflows, improve visibility across business operations, and reduce manual processes. I partner directly with business owners and leadership teams to assess operational challenges, implement automation platforms, and integrate systems across finance, infrastructure, and customer operations.

Key Achievements

- Designed and implemented a custom loan management platform that integrates customer onboarding, loan tracking, repayment scheduling, and financial reporting into a unified system. Replaced fragmented manual processes with a structured operational platform that improves accuracy, reporting visibility, and auditability.
- Developed automated workflows that synchronize loan origination, disbursement tracking, repayment monitoring, and accounting records. Reduced manual reconciliation and improved operational efficiency by ensuring data consistency across systems.
- Built operational dashboards that consolidate loan portfolio performance, customer activity, and financial metrics into centralized reporting views for management oversight.
- Implemented automation and integration solutions that connect internal operational tools with accounting and reporting systems, improving financial transparency and operational control.
- Advised organizations on cloud infrastructure design, operational automation, and system architecture to support scalable service delivery environments.

Head of IT Operations and IT Infrastructure | Zoom Fibre

August 2023 – September 2025

I lead IT operations and infrastructure strategy across the organization, ensuring secure, reliable, and efficient technology delivery. I managed enterprise platforms, directed vendor projects, and implemented systems that support business scalability and compliance. My role involved aligning IT initiatives with organizational objectives, standardizing processes, and improving service delivery to meet operational and strategic needs.

Key Achievements

- Managed vendor-led initiatives that supported the rollout of new product offerings, ensuring technical alignment and timely delivery. Oversaw project milestones, vendor accountability, and stakeholder communication to enable measurable business growth.
- Directed the deployment of an enterprise resource planning (ERP) solution by overseeing requirements gathering, system configuration, and adoption strategies. Improved process efficiency across finance, supply chain, and operations by integrating workflows into a unified platform.
- Implemented a centralized IT service management (ITSM) tool that structures incident, problem, and change management processes. Reduced incident resolution times and improve service visibility by introducing automated ticket handling and reporting.
- Redesigned Microsoft Azure architecture to strengthen security controls, improve scalability for future growth, and increase system performance. Established governance practices and monitoring protocols to ensure ongoing compliance and stability.

Solution Architect | GIBS

September 2022 – August 2023

As Solution Architect, I was responsible for designing and implementing technology solutions that strengthened system reliability, optimized security, and improved operational efficiency. I provided subject matter expertise on Microsoft Azure, Microsoft Defender, and Microsoft 365, ensuring solutions aligned with business requirements and industry standards. The role required hands-on design, automation, and optimization of infrastructure and cloud services to enhance resilience and reduce manual processes.

Key Achievements

- Designed and deployed disaster recovery and redundancy solutions across core systems, increasing uptime by 30 percent. Established recovery procedures, configured failover mechanisms, and tested continuity plans to ensure operational resilience.
- Automated third-party patching processes through Microsoft Endpoint Manager, reducing manual workloads by 40 percent. Streamlined update distribution and improved security compliance by ensuring consistent patch deployment across endpoints.
- Served as subject matter expert for Microsoft Azure, Microsoft Defender, and Microsoft 365, providing technical guidance and solution design to business and IT teams. Ensured alignment with best practices in security, cloud architecture, and compliance.
- Collaborated with stakeholders to assess infrastructure needs and translate them into scalable technical solutions. Developed architecture documentation and provided recommendations that supported long-term system stability and maintainability.

Head of IT | IOT.NXT

August 2021 – September 2022

As Head of IT, I was responsible for leading technology operations, infrastructure, and security across the organization. I managed multimillion-rand budgets, designed resilient network and system architectures, and implemented security technologies to protect business-critical assets. The role required oversight of vendor contracts, cost optimization, and alignment of IT strategy with organizational objectives.

Key Achievements

- Implemented a security information and event management (SIEM) solution that improved monitoring, detection, and response capabilities. Established alerting protocols and reporting frameworks to strengthen the organization's cybersecurity posture.
- Designed and deployed a new head office network architecture that reduced latency by 25 percent. Conducted performance assessments, optimized routing, and implemented scalable infrastructure to support operational growth.
- Managed an IT budget exceeding ZAR 10 million and achieved measurable savings through renegotiated vendor agreements, consolidation of services, and elimination of redundant costs. Ensured budget alignment with business priorities while maintaining service quality.
- Directed IT operations and infrastructure projects, balancing performance, cost, and security considerations. Provided leadership in technology planning, vendor management, and policy development to support long-term stability and compliance.

IT Manager | BitCo Telecoms

May 2019 – August 2021

As IT Manager, I was responsible for overseeing technology operations, system administration, and project delivery across the organization. I directed infrastructure upgrades, led application deployments, and ensured secure, standardized user access and collaboration. The role required managing multiple concurrent projects, improving IT processes, and supporting business growth through reliable technology delivery.

Key Achievements

- Directed the migration from Dropbox to Microsoft OneDrive and SharePoint, enabling centralized collaboration and file management. Oversaw data transfer, access control configuration, and user adoption, resulting in improved security and streamlined workflows.
- Implemented Active Directory across the organization, standardizing user identity and access management. Established group policies, security settings, and role-based access to strengthen governance and simplify administration.
- Managed an annual portfolio of more than 30 IT and software development projects, coordinating resources, timelines, and deliverables. Ensured projects were completed in line with technical requirements, budgets, and business objectives.
- Oversaw day-to-day IT operations including infrastructure, network, and user support, ensuring system availability and performance. Introduced structured processes and documentation to improve service consistency and operational reliability.

IT Manager | Mann Made

April 2016 – April 2019

As IT Manager, I was responsible for leading technology operations, infrastructure, and event-specific connectivity solutions. I implemented enterprise collaboration platforms, developed business continuity strategies, and introduced technology solutions that supported both daily operations and large-scale events. The role required balancing cost control, reliability, and performance across business and event environments.

Key Achievements

- Transitioned the organization from legacy platforms to Google Workspace, reducing operational costs by 20 percent. Planned and executed data migration, configured user accounts, and trained staff to ensure seamless adoption.
- Designed and deployed a mobile event wireless internet solution that significantly improved connectivity reliability during events. Configured scalable infrastructure to support high user demand and ensure consistent service delivery.
- Oversaw disaster recovery planning by developing recovery procedures, performing risk assessments, and establishing backup strategies. Ensured systems and data could be restored quickly to maintain business continuity during service disruptions.
- Directed day-to-day IT operations, including system administration, network management, and user support. Standardized processes and documented procedures to improve consistency, reliability, and scalability of IT services.

IT Specialist | Self-Employed

January 2013 – April 2016

As an independent IT Specialist, I delivered tailored technology solutions for small and mid-sized businesses. My work focused on cloud adoption, infrastructure design, and the modernization of legacy environments. I partnered with clients to assess business needs, recommend scalable solutions, and implement platforms that improved security, efficiency, and collaboration.

Key Achievements

- Provided customized IT solutions that included cloud adoption strategies, infrastructure planning, and system implementation. Delivered end-to-end services from requirements gathering to deployment and support.
- Migrated clients from legacy systems to modern SaaS platforms such as Google Workspace and Microsoft 365. Improved collaboration, security, and operational efficiency by implementing structured migration plans and training programs.
- Designed and deployed scalable cloud and hybrid infrastructure solutions tailored to client requirements. Configured environments to align with industry standards and future growth needs.
- Advised clients on technology investments, vendor selection, and process improvements. Helped organizations reduce costs, improve system reliability, and enhance overall IT maturity.

EDUCATION

- **Advanced Diploma in Information Resource Management (NQF7)** | UNISA, 2022
- **Diploma in Network Systems (NQF6)** | Boston City Campus, 2016 – 2018

CERTIFICATIONS

- MTCNA, Mikrotik, 2019
- Microsoft Azure Administrator Associate, 2025

References available upon request.