

# Mark Oakden

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## Personal Details

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## Profile

I am a technical infrastructure architect and lead solutions engineer with wide experience within the Wealth Management and Investment Banking sectors. I am equally comfortable talking to and influencing all levels in the organisation, including senior management as well as technical teams (engineering, production and operations across a range of technology silos).

## Core Strengths

- Gathering and analysis of business requirements and design of systems to meet them
- Proven communication skills and ability to bridge the language gap between business groups and technically focussed teams
- Application hosting, availability and DR design across a wide range of platforms and technologies
- Data-driven infrastructure design, decision-making and analysis
- Team leadership, mentoring and man-management

## Key Achievements

- Project managed major migration of the bank's strategic global FX system to new hardware
- Designed and managed delivery of updated hosting for bond trading platform to increase capacity and improve stability
- Storage technical lead and Unix participant in a major technology refresh (including a number of vendor reselections: EMC → HDS, SUN → Fujitsu-Siemens) and DR redesign
- Planned and executed (including on-the-day Command and Control responsibility) a physical move between London datacentres of production backup infrastructure for both open systems and iSeries
- Designed platform hosting for a number of applications and infrastructure services in the Wealth Management and Global Asset Management areas (working with internal clients and external vendors to fit applications into UBS hosting, availability, security architecture and DR standards)
- I was storage technical lead for the redesign and redeployment of the "e-services" project datacentres and infrastructure to host the centralised IT systems of several European countries' onshore Wealth Management businesses. This entailed a complete restructuring of the datacentre SAN storage and Unix clustering architecture
- Engineered and documented UBS Investment bank's global Networked Backup/Restore solution. Assisted local IT Production teams in its implementation.

## Technical Skills

- Administrator/Advanced user: Sun Solaris (2.5.1–10); Linux (RedHat, Gentoo and others); various scripting languages, primarily Tcl/Tk, sh, ksh, bash.
- Strong architectural overview of wide range of enterprise infrastructure and storage technologies.
- Familiarity with: Python, Expect, Lisp, CVS, LaTeX, PostScript, SQL, Microsoft Office, Access, Visio and Project. ITIL Foundation certified.

## Employment

### **Lead Solutions Engineer**

London

#### **Bank of America Merrill Lynch**

September 2010-Present

Working in the Global Rates and Currencies Technology group, I am responsible for providing

- Planning and design of IT technologies and infrastructure in support of the Bank's strategic plans
- Data gathering from multiple sources and “deep-dive” analysis to support design and planning decisions
- Recommendations to senior management regarding the Bank's long-range information systems and technology strategy
- End to end technology leadership to address technical challenges on projects and implementation issues
- Technical input to troubleshoot production issues where normal escalation paths have been exhausted

I have designed and managed delivery of a number of different application hosting solutions in the FX and Fixed Income space, encompassing both introduction of new applications into the production environment and migration of existing applications for reasons of capacity increases or refresh of technology.

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### **Contract Infrastructure Engineer**

London

#### **TradingScreen UK Ltd.**

January 2010-September 2010

Responsible for vendor selection, solution design and implementation of TradingScreen's next-generation strategic backup/restore infrastructure. This has included

- Gathering, definition and documentation of the solution requirements; initiation and driving of RFI/RFP process
- Creation of a toolset to measure backup data volumes and perform growth trending across the server estate
- Selection of vendor longlist for the RFI, analysis of vendor proposals and presentation to TradingScreen management of technical recommendations for vendor shortlist for the RFP

In addition, I was responsible for troubleshooting, re-engineering and integration scripting around TradingScreen's tactical backup solution.

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### **Director**

London

#### **UBS AG**

January 2007-August 2009

This role encompassed

- Definition of IT standards and technology roadmaps; platform design and strategy for UBS Wealth Management International; ensuring alignment with the UBS group strategy. Responsibility for communication of these to internal customers
- Line management of a service delivery team covering an eclectic range of enterprise technologies (including systems monitoring, secure authentication, security logging and job scheduling)
- Site management responsibility for entire section in London (14 people).
- Initiation, design and execution of a cross-skilling project within my service delivery team, to ensure that support is provided within SLAs across all technologies.

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**Senior Specialist**

London

**Perot Systems (UBS Account)**

July 2001-January 2007

I moved into the Wealth Management division in order to lead the redesign and redeployment of the “e-services” storage and clustering infrastructure. I later took on a key architecture and engineering role in the successful project to move the WMI DR datacentre from London to Frankfurt.

Additionally, I provided platform architecture and design consultancy to UBS Global Asset Management. I also had responsibility for ensuring that WMI IT systems and processes met UBS IT Security Risk requirements.

In addition I took on the management of a small (5 person) team in London (Infrastructure and Security Services).

**Skills:** Expert level: HDS (Lightning 9980V, TrueCopy, HORCM, Storage Navigator, GraphTrack, HiCommand); McData (6064, 4500, EFC Manager), Nishan IPS3300 (iFCP), Fibre Channel, SSH, NTP. Experience of Veritas Cluster Server and Storage Foundation; Tripwire and ipfilter.

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**Specialist**

London

**Perot Systems (UBS Account)**

June 1998-June 2001

From iTS I joined the Engineering department of UBS, to work on storage engineering topics. My initial project was to take over definition and engineering of the networked backup/restore solution for UBS Investment Bank. This involved quickly developing an in-depth knowledge of the Veritas NetBackup product; managing an engineering laboratory for the evaluation, testing and certification of solutions and hardware and the production of technical and process-related documentation.

In July 2000, I moved to the UBS “e-services” project (a proposed online, “commodity” private banking enterprise), on secondment from Engineering, initially to design and implement the backup/restore solution for this initiative. I then took over the EMC SAN implementation and design, becoming the project technical lead for both SAN storage and backup/restore.

I was responsible for designing and implementing the disk and tape SAN solutions across two data centres, and for designing the clustered storage layouts across the EMC Symmetrix systems. I drove the storage-related parts of the FSA certification for the project.

**Skills:** Expert knowledge of Veritas NetBackup, EMC Symmetrix, Connectrix, ECC, SRDF, SYMCLI, Volume Logix, Brocade Silkworm, Crossroads Fibre/SCSI bridges, Quantum and StorageTek tape libraries.

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**Technical Manager**

London

**ITS Trading Systems Ltd**

1996-1998

I ran a small (4 member) team providing technical support for a Unix/Oracle based interest rate derivatives trading application. This was a highly customer facing role and involved in-depth Unix (Solaris, HP-UX, AIX) and scripting knowledge, as well as Oracle (7, 8i) administration.

In addition, I undertook project-based consultancy work for several banking clients, ranging from bespoke development of a back-office/middle office reconciliation system through configuration of testing and parallel

environments (for e.g. end of year reporting), to disaster recovery design and configuration.

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**Senior Research Assistant** Oliver Lodge Laboratory, Liverpool  
**Liverpool University** 1994-1996

I was responsible for mathematical and statistical analysis of experimental data taken by the H1 detector at HERA, DESY Hamburg. I was particularly interested in the search for novel phenomena, including instantons, and the application of neural network technologies to particle physics data analysis.

**Education**

**Ph.D in Theoretical Physics** Centre for Particle Theory, Durham  
**University of Durham** 1990-1994

Thesis title: "Amplitude Analysis of  $\bar{p}p \rightarrow \pi\pi$  and its Implications"  
Supervisor: Dr M.R. Pennington

**B.Sc.(Joint Hons) Mathematics and Physics, First Class** Van Mildert College, Durham  
**University of Durham** 1987-1990

I graduated as top of my year, winning the J.A. Chalmers Prize in Physics, awarded by the Physics Department.

**Activities**

I am a committee member and team captain for the Metropolitan Chess Club. I am a keen cyclist, participating in social, Audax and cyclo sportive events, and play (electric) guitar.

I have developed a few, mostly chess-related, open-source software applications in a mixture of Tcl/Tk and Lisp.