

CHRIS DEMETRIOU

ENTERPRISE TECHNOLOGY OPERATIONS MANAGEMENT

Greater Manchester, UK · Contact: chrisdemetriou.com/#contact
chrisdemetriou.com · linkedin.com/in/chrisademetriou

PROFESSIONAL PROFILE

An Enterprise Technology Operations Manager who bridges Solution Architecture and specialist engineering teams, ensuring technical work is understood, coordinated, validated and production ready.

With more than 20 years' experience across enterprise SaaS environments, I specialise in technology delivery rather than project governance or hands-on engineering. My role is to understand complex technology landscapes, identify technical dependencies, facilitate engineering collaboration and help multidisciplinary teams deliver complex enterprise change successfully.

I work naturally across change management, release management and vendor coordination to ensure operational readiness — engaging the right engineering teams, delivery partners and senior stakeholders early. This complements the change, release and project owners rather than replacing them.

Known for quickly understanding unfamiliar technologies, asking the right technical questions and bringing together the right engineering disciplines to reduce delivery risk, validate operational readiness and achieve successful production outcomes.

CORE CAPABILITIES

DELIVERY & TRANSITION	READINESS, RISK & GOVERNANCE	OPERATIONS & COORDINATION
· Cloud Transformation · Service Transition · Production Cutovers & Go-Lives · Enterprise Change · Commercial & Budget Awareness	· Operational & Technical Readiness · Change & Release Readiness (ITIL-aligned) · Technology Governance · Technical Dependency Management · Technical Risk Assessment	· Major Incident Management · Vendor & Partner Management · Stakeholder Management · Cross-functional Collaboration · Systems Thinking

PROFESSIONAL EXPERIENCE

Founder & Developer, GraceCast / Genesis 2024 – Present

- Founded and built two production applications solo — **GraceCast**, an AI-assisted console that lets one volunteer produce broadcast-quality church live-streams from a single wide-angle camera; and **Genesis**, a cloud platform that replaced a chaotic WhatsApp group with structured scheduling and communications for a music team (both detailed below).
- Delivered both end-to-end using Python, modern web and cloud tooling and AI-assisted development workflows (including building AI agents with Claude Cowork / Code); sharpened enterprise-relevant cloud and cyber-security skills through hands-on study (freeCodeCamp, TryHackMe), alongside community volunteering.

Senior Applications Specialist — Enterprise Technical Delivery 2008 – 2024

Operated as technical delivery and operational-readiness lead across enterprise cloud, migration and security programmes — coordinating specialist engineering teams end-to-end through to production.

E2open (formerly BluJay Solutions / Kewill). Contributed to the technical delivery and operational readiness of enterprise SaaS platforms used by more than 3,000 global organisations, within the SaaS B2B practice, helping specialist engineering teams deliver cloud transformation, enterprise migrations, customer onboarding, security modernisation and complex production change.

Selected customer programmes included large multinationals such as SYSCO UK (Brakes), Heineken UK, Aviva, Legal & General, Dunelm, ASDA, PZ Cussons, TNT and Nisa; Accenture and Capgemini were managed-services delivery partners.

Enterprise Cloud Transformation & Cost Reduction

- Objective:** Migrate more than 80 enterprise applications from a traditional on-prem data centre to Oracle Cloud Infrastructure (OCI) while reducing operational costs.
- Worked alongside Solution Architects and specialist engineering teams across infrastructure, networking, databases, DevOps and applications.
 - Facilitated technical collaboration across engineering disciplines throughout planning and production migration activities.
 - Coordinated change management and Change Advisory Board (CAB) approvals, validated release readiness and challenged cross-functional dependencies before each production cutover.
 - Helped ensure the successful migration of 80+ enterprise applications, driving ~£0.5m in annual OpEx savings.
 - Acted as a careful gatekeeper of the project manager's allocated budget — tracking spend, flagging cost risks early and protecting the programme's financial envelope through to completion.

Enterprise SAP Migration & Business Continuity

CUSTOMER: SYSCO UK (BRAKES) · DELIVERY PARTNER: CAPGEMINI

Objective: Deliver a business-critical SAP ERP transition while maintaining operational continuity.

- Worked alongside customer technical specialists and Solution Architects, managing the Capgemini delivery-partner interface across multidisciplinary teams.
- Coordinated technical readiness and change/release readiness across networking, infrastructure, database and application teams.
- Validated VPN readiness, firewall changes, monitoring and end-to-end integration testing before production switchover.
- Facilitated technical workshops across multiple organisations to reduce implementation risk and improve operational readiness.

Customer Connectivity & Operational Readiness

CUSTOMER: HEINEKEN UK

Objective: Establish secure production connectivity between Heineken UK’s head office and a new cloud-hosted enterprise platform.

- Facilitated collaboration between customer infrastructure teams and internal networking specialists.
- Coordinated VPN implementation, production connectivity validation and operational readiness activities.
- Worked alongside application specialists to verify successful end-to-end data exchange before production go-live.
- Ensured monitoring and operational acceptance were completed before service transition, and arranged post-go-live hypercare to safeguard the new connection through its first weekend in production.

Security Modernisation & Technical Debt Reduction

Objective: Modernise an enterprise integration estate of more than 3,000 customer integrations, replacing legacy HTTP and FTP with secure HTTPS SOAP, HTTPS REST and SFTP communications.

- Worked alongside networking, application and customer engineering teams to coordinate secure production implementation.
- Validated firewall readiness, customer source IP configuration and production connectivity.
- Coordinated end-to-end validation before retiring legacy services.
- Facilitated the build and test of a middleware disaster recovery (DR) site to strengthen operational resilience.
- Helped reduce enterprise technical debt while improving production security with minimal customer disruption.

Major Incident Management

Objective: Coordinate multidisciplinary engineering teams during major incidents (Priority 1) affecting Tier 1 enterprise customers.

- Led technical response coordination on a 24/7 Priority 1 rota for approximately seven years.
- Rapidly assembled and coordinated specialists across infrastructure, networking, databases, applications and development.
- Facilitated technical investigation, validated engineering assumptions and accelerated root cause identification.
- Kept customers and senior stakeholders informed while engineering teams focused on service restoration.

PERSONAL TECHNOLOGY PROJECTS

GraceCast — AI Production Console

An AI-assisted production console that lets a single volunteer produce broadcast-quality church live streams from one wide-angle camera. Built end-to-end with Python, a modern web stack and AI-assisted development tools.

Genesis — Band Management Platform

A secure cloud platform replacing a sprawling WhatsApp group with structured scheduling, communications and authentication for a music team — shaped through iterative user feedback.

ADDITIONAL PROFESSIONAL EXPERIENCE

Broadcast, audio engineering & live production. Alongside my technology career I have worked, in my spare time, across broadcast and live production — strengthening collaboration, troubleshooting and delivery under pressure. Assistant Producer/Podcast Editor at Gaydio (national radio); session musician and audio engineer for commercial, film and live work; live sound engineer for community and church events.

EDUCATION & PROFESSIONAL DEVELOPMENT

- PRINCE2 Foundation
- Responsive Web Design, freeCodeCamp
- Cyber Security Training, TryHackMe
- CCNA & CompTIA A+, Just IT
- BMus (Hons), Royal Northern College of Music
- Certificate in Audio Engineering, Alchemea