

# Matt Kennedy

Head of IT Services · Identity Architecture

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## PROFESSIONAL SUMMARY

Senior IT leader with 20+ years' experience delivering identity architecture, AI platform deployment, cloud transformation, endpoint security and global infrastructure operations across the UK, US and Asia. Specialist in Entra ID, Okta, Intune, Autopilot, Conditional Access, Microsoft 365 and enterprise AI platforms including Copilot for M365 and Claude for Enterprise. Proven delivery of multi-tenant identity consolidation, AI governance, cloud migration, endpoint hardening, MSP integration and acquisition onboarding. Calm, identity-first leadership style focused on governance, clarity, operational excellence and secure modern workplace transformation.

## KEY SKILLS

**Artificial Intelligence:** Copilot for M365 · Claude for Enterprise · AI Governance · Responsible AI · Workflow Automation

**Identity & Access:** Entra ID · Azure AD · Multi-Tenant Organisation · Okta SSO/MFA · Conditional Access · Zero Trust

**Endpoint Management:** Intune · Autopilot · Compliance Policies · ThreatSpike · Device Security

**Cloud & Modern Workplace:** Microsoft 365 · Teams · SharePoint Online · Exchange Online

**Infrastructure:** LAN/WAN · WiFi Architecture · VPN · Network Security · Multi-Site Operations

**Security & Risk:** Behavioural Analytics · MFA Enforcement · Security Baselines · Governance & Compliance

**Leadership:** MSP Governance · Vendor Management · Budget Ownership · Stakeholder Engagement · Global Operations

**Project Delivery:** ITIL · PRINCE2 · Scrum · Agile · RAID · Change Control

## KEY ACHIEVEMENTS

- Delivered enterprise rollout of Copilot for M365 and Claude for Enterprise across UK, US and Asia.
- Built and implemented AI governance covering identity, access, data protection, compliance and responsible AI.
- Delivered global identity consolidation using Microsoft Entra Multi-Tenant Organisation (MTO).
- Integrated 10+ acquisitions into unified identity, endpoint and collaboration platforms.
- Modernised endpoint security using Intune, Autopilot and ThreatSpike.
- Led COVID-19 remote-workforce transformation and secure cloud collaboration rollout.
- Completed 10+ office relocations across UK, Hong Kong and New York with minimal downtime.

## PROFESSIONAL EXPERIENCE

### Head of IT Services (EUROPE) | Incisive Media (Arc Network)

2022 – 2026

#### Artificial Intelligence Deployment & Governance

Delivered enterprise rollout of Copilot for M365 including identity readiness, licensing and Conditional Access.

Implemented Claude for Enterprise with secure access, knowledge bases and workflow automation.

Integrated AI assistants into Teams, SharePoint, Outlook, CRM and workflow platforms.

#### Identity & Cloud Architecture

Delivered Entra Multi-Tenant Organisation (MTO) between US and UK tenants.

Standardised identity using Okta SSO/MFA and Conditional Access.

Integrated Asia operations into global identity and collaboration platforms.

#### Endpoint Management & Security

Managed global remote workforce using Intune with unified compliance and security baselines.

Standardised Autopilot deployment across UK, US and Asia.

Strengthened endpoint security with ThreatSpike and anomaly detection.

#### Acquisition Integration & Global Operations

Led technical integration for Farmers Guardian, Agriconnect, HRM Asia, Bridge2Food.

Directed IT operations across the UK, US and Asia.

### Head of IT Services | Incisive Media

2016 – 2022

Delivered Drury Lane relocation including network architecture and unified communications.

Modernised workplace technology across Microsoft 365, identity governance and endpoint management.

Led COVID-19 IT response and secure cloud collaboration rollout.

Enhanced remote-user security through MFA, endpoint hardening and secure access controls.

### Head of IT Infrastructure & Support | Incisive Media

2007 – 2016

- Transitioned organisation to flexible working and laptop-first provisioning.
- Implemented unified communications and migrated core services to Microsoft 365.
- Delivered Okta SSO/MFA rollout and GDPR-aligned external file distribution.
- Directed infrastructure operations across London, New York and Hong Kong.

### Helpdesk Manager | Incisive Media

2005 – 2007

- Introduced browser-based global helpdesk system for London, New York and Hong Kong.
- Standardised SLAs, workflows and escalation processes.

### Junior IT Support Technician | Incisive Media

2003-2005

- Supported Risk Waters Group integration across New York and Hong Kong.
- Assisted with global helpdesk establishment and early infrastructure upgrades.

## CERTIFICATIONS

MCSE · MCDBA · ITIL 4 Foundation · PRINCE2 Practitioner

## COMPLIANCE & GOVERNANCE

GDPR · ISO 27001 · Access Governance · Audit Readiness · Conditional Access Governance · Security Baselines · Responsible AI · AI Data Protection