

# Warren Duncan

Compass: 50 Points  
WhatsApp: +65 8619 5316  
Australia: +61 422 031 738

Mission Critical Infrastructure Delivery Commander

[warrenduncan@hotmail.com](mailto:warrenduncan@hotmail.com) • [LinkedIn URL](#)

Senior infrastructure and transformation delivery specialist with 26 years' experience leading complex, high-risk programs across Tier 1 financial services and enterprise organisations. Anchored in mission-critical infrastructure delivery of data center exits, cloud migrations, storage platform transitions, telco and digital workplace transformations.

## Areas of Expertise

- Crisis & Major Incident Command
- Data Center/Cloud Exit & Migration
- Change Authority & Governance
- ITIL Service Transition
- Cross-functional Stakeholder Mgmt.
- Program & Project Management
- Infrastructure/Digital Strategy
- Cutover Management
- Technical Engineering Delivery
- Risk Assessment & Mitigation
- Bids, Proposal & Sourcing
- Critical Thinking Deep Research

## Certification

2025 - National University of Singapore - Chief Technology Officer (CTO) Programme

- PMI-PMO Certified Practitioner
- MSP Managed Successful Programs
- PRINCE2 Practitioner
- AGILEPM
- APMP Bid & Proposal Mgmt.
- CDFOM DC Facilities Mgmt.
- Organisational Change Mgmt.
- CISM Inf. Security Mgmt.
- MS AI Transformation Leader
- COBIT 2019
- TOGAF 9
- ITIL v3

## Professional Experience

InterimCTO, Australia

2024 — 2026

Digital Business Strategy, Digital Roadmap, Transformation, Business Resilience & Technical Delivery.

JP Morgan & Chase

2021 — 2024

Command & Control IT Service Manager via Optimum Solutions

As ITSM Execution Lead of the Global Technology Infrastructure Crisis Management Team, Command & Control, directed business resiliency functions during a 3-year strategic North America data center exit transformation across data platforms, operational technology, and digital services for a follow-the-sun operation.

- Established & led the Command & Control governance framework for high-risk, high-impact transformation initiatives considering DC migration, testing and decommissioning of entire core banking application stack. Provided governance to PMO and monitoring schedule flow & compliance of JPMC standards using tollgates & artifact checklists.
- As the governance owner of the final tollgate in the application SDLC process, being a key decision maker at change authority board, completed pre-event risk management assessing the weekly burndown of ~30 applications, \$1B+ risk completing readiness audits to identify roll back strategies, implementation plan, solution design, DC entry requirements, application dependencies & success of returning to operations which resulted in only 2 minor rollbacks over a 3 year period.
- As Commander of events directed complex platform exits, migrations, and modernization with zero-downtime mandates to safeguard JPMC's reputation ensuring the transformational success of 2,500x CCB-Consumer Banking, CIB-Investment Banking, and AWM-Asset Wealth Management legacy applications to private and public cloud using command & control leadership.
- Responsible for end-to-end directing, controlling, and resolving critical IT disruptions, ensuring service restoration, and minimizing business impact building trusted partnerships with Technology, Risk, Compliance, PMO and broader business stakeholders. Oversaw scheduling, incident management, change management, problem management, impact identification, risk and controls, client relationship management, service improvement, root cause analysis.

As a member of the CTO Innovation & Development team, supported the crafting & prioritisation of the \$300M+ next financial year infrastructure strategy roadmap focused on End User Compute, Network, Tools, Database, Hosting & Identity Access Management in alignment with heads of technologies, architecture & domain engineering teams while engaging in vendor RFPs. Played key role in financial year plan, including budgeting, prioritisation, scheduling, and evaluations of opportunities and business cases.

- Created & pitched to the infrastructure board \$40M value of new demand, detailed opportunity assessment proposals using persuasive content, including executive summaries, technical specifications, and cost estimates.
- Managed prioritisation of \$20M capital underspend portfolio as well as screening of unplanned demand into Infrastructure teams.
- Responsible for scope, cost, risk, quality & continuous innovation, working with the business, engineering and architecture teams through development of requirements, high level design, identification of solutions and budgeting to align with business requirements, the technology roadmap and strategy.

Hitachi Vantara  
Senior Data Center Infrastructure Project Manager on Standard Chartered Bank Acc

2017 – 2019

As single point of contact to Standard Chartered Bank, led a team of storage engineers to migrate the banks entire Data storage in a London based “lift & shift” DC exit which was incurring excessive penalties due to being the last customer in the co-location DC scheduled to be demolished.

- Led data migration project for Standard Chartered Bank successfully moving 8 Petabytes to new DC’s using Hitachi VSP storage platform within the requested 2-year deadline target thereby avoiding further DC exit penalties.
- Provided data resiliency guidance to project teams on both business and technology requirements.
- Collaborated with cross-functional teams, including IT/Data, engineering, and operations, to identify storage requirements, dependencies and address technical challenges of overall project delivery execution.

Deutsche Bank  
Senior EUC Project Manager via Optimum Solutions

2015 – 2017

As a lead of APAC regional project services, oversaw lifecycle of projects within end-user computing and digital workplace programs, including initiation, planning, design, execution, monitoring, and closure of end user compute projects, including desktop virtualization, hardware refresh, software deployment, and infrastructure upgrades.

- APAC Program & Project Management with a focus on mobilization and execution aligned with London PMO & architecture.
- Developed and executed comprehensive budgets, project plans, including detailed risk assessments, mitigation strategies, and other project deliverables, ensuring a seamless transition with minimal impact on banking services.
- Executed Vodafone Genesis sourcing contract and operating model for the APAC region. Managed Vodafone vendor relationships & negotiated contracts with legal/sourcing team to onboard APAC country entities.
- Executed Microsoft FastTrack engagement of M365, ADFS/Azure tenant, iOS authentication with MobileIron & InTune MDM while closing risk and compliance findings supporting the threat vulnerability risk assessment (TVRA).

Australia Post, Melbourne  
Infrastructure Delivery Manager via Talent2

2013 – 2015

As Infrastructure Delivery Manager, was accountable for managing the design, build and delivery of IT infrastructure services into an operational state with a personal portfolio \$25M of concurrent projects during a \$2B digitization 2-year Future Ready programme including go-to-cloud, VDI, digital mailboxes, first API for shipping & tracking & parcel sorting robotics.

- Ensured effective service transition of infrastructure solution from idea, project delivery to service operations.
- Conducted cost estimations to identify infrastructure scope, schedules, and budgets. Monitored expenditures against initial estimates in alignment with project goals. Led technical specialist teams to facilitate successful project delivery into production environment. maintained robust relationships with external vendors, technology consultants, and internal stakeholders.

