Warren Duncan

Delivery, Change & Digital Transformation Professional

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Strategic Transformation Delivery Leader with a proven track history of delivering customer-driven solutions through a blend of project management, business analysis, and technical acumen. With delivery experience in emerging tech, data center infrastructure, security, end user compute, cloud, network, storage & telecommunications.

Areas of Expertise

- Portfolio Program Management
- Transition & Transformation
- Data Center/Cloud Exit Relocations
- Global Service Design & Delivery

- Digital Business Strategy
- Change Management
- Cutover Management
- Crisis Management

- Technical Engineering Delivery
- Risk Assessment & Mitigation
- Bids, Proposal & Sourcing
- Critical Thinking Deep Research

Certification

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

- PMI PMO Certified Practitioner
- MSP Managed Successful Programs
- PRINCE2 Practitioner
- AGILEPM

- APMP Bid & Proposal Mgmt.
- CDFOM DC Facilities Mgmt.
- Organizational Change Mgmt.
- ITIL V3

- CISM Inf. Security Mgmt.
- CISO Inf. Security Officer
- COBIT 2019
- TOGAF 9

Professional Experience

InterimCTO, Australia   2024 — 2026

Digital Business Strategy, Program Start-Up/Recovery, Digital Transformation & Technical Delivery.

JP Morgan & Chase, Singapore   2021 — 2024
Command & Control Resilience Manager via Optimum Solutions

As Execution Lead of the Global Technology Infrastructure Crisis Management Team, Command & Control, directed business resiliency functions to assess, collate and represent enterprise technology during a 3-year strategic North America data center exit transformation.

- As the governance owner of the final tollgate in the application SDLC process, being a key decision maker at change authority board meetings, completed pre-event risk management assessing the burndown of ~30 applications, $1B+ weekly risk, completing readiness audits to identify roll back strategies, implementation plan, solution design, verify DC entry requirements, application dependencies & success of returning to operations which resulted in only 2 minor rollbacks over a 3 year period.
- As the commander of cutover events, directed major incident management teams, driving rapid troubleshooting and technical escalations to safeguard business operations and JPMC's reputation by ensuring the transformational success of 2,400 CCB, CIB, and AWM legacy applications to private and public cloud environments using Command & Control leadership.
- Oversaw incident management, change management, problem management, impact identification, risk and controls, client relationship management, service improvement, root cause analysis.
- Accountable for the design and implementing command and control framework for DC migration, testing and decommissioning of entire application stack. Provided governance to PMO, monitoring flow of schedule & compliance of JPMC standards using tollgates & artifact checklists.

BHP, Singapore   2019 — 2020
Infrastructure Portfolio Analyst via TEKsystems

As a member of the CTO Innovation & Development team, crafted & prioritized the 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, prioritization, 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 prioritization of $20M capital underspend portfolio as well as screening of unplanned demand into Infrastructure teams.
- Responsible for 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. Accountable for development and maintenance of relationships external to the business.

Hitachi Vantara, Singapore   2017 — 2019
Senior Storage Project Manager on Standard Chartered Bank Acc

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, Singapore   2015 — 2017
Senior EUC Project Manager via Optimum Solutions

As 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   2013 — 2015
Infrastructure Delivery Manager via Talent2

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 valued AUD$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 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.
- Prepared and delivered communications to stakeholders, team members and governance bodies briefing project objectives, tasks, and progress.