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SUMMARY

A highly motivated, results-oriented futurist and Technology/IT leader with extensive experience in solution development, implementation and operational management for the IT, airline, telecommunications and banking sectors. Strong strategic skillset driving corporate direction. A creative and dynamic, politically sensitive problem solver with proven ability to bring quick resolution to challenging situations as well as building trust and lasting relationships with vendors, customers and regulators.

Core Expertise

- Digital Transformation Strategy & Delivery
- Creative innovation & product development
- Cloud Solutions & IT Infrastructure Modernization
- Resilience, continuity & Disaster recovery
- Data Analytics and AI business optimisation.
- IT infrastructure implementation and operation
- IT Security
- Supplier and partner selection and management

ACHIEVEMENTS

- Built all the technology in the World's largest and most advanced flight academy.
- Designed and built a locally hosted LLM built from training content to act as a personal tutor for cadets.
- Implemented ML to provide analytics and trend analysis of classes, cadets, instructors and courseware.
- Created an entirely new technology ecosystem for the world's largest ab initio flight academy.
- Designed and supplied hosted data and telecommunications services to operators and blue-chip clients.
- Built and migrated several tier 4 and tier 3 data centres.
- Launched the UK's first 3G network including infrastructure, data centres and real estate.
- Achieved many technology "World firsts" including the first desktop Video conferencing product launched in 1993 and DRM solutions for digital web-based distribution of IPR protected digital media.

PROFESSIONAL EXPERIENCE

Emirates Airlines - Head of technology

September 2013 – Present Day

As Head of Technology for Emirates, I drive the technology strategy and create new solutions and infrastructure hosted entirely in the cloud for the World's largest and most advanced flight academy.

I take business requirements back to basics and solve them in entirely new ways building solutions that automate the operations and eliminate paper processes and records in all cases where regulations permit.

This has resulted in a new technology ecosystem covering all areas of the academy including flight ops, training solutions and curricula, simulators and flight deck solutions utilising innovative technologies as never before.

Technology includes training solutions utilising rich animated training content, virtual and augmented reality, eye tracking and real-time data capture of pilots in the cockpit of our fleet of 27 training aircraft (22 single engine props and 5 twin engine jets) and 6 full motion simulators built to our specification and design.

Live data capture from all training flights is used to evaluate cadet, instructor and academy performance at every stage.

AI and machine learning are used to continually monitor and adjust the training and processes based on the performance and patterns discovered.

Advanced analytics are in constant motion and real-time reporting and administration means the academy is fully automated and our efforts are concentrated on training and not administration. AI and LLMs run much of the organisations admin and is constantly identifying trends in the training and business operations that enable optimisation and tuning.

I host dignitaries and global governments and airlines and flight schools as they visited us to see how we are utilising our innovative solutions.

Prior to this, in Emirates, I managed a portfolio that delivered many programmes some of which are listed here:-

Opened Dubai World Central Airport in Al Maktoum, Dubai South.

Launched DWC SkyCargo, a new cargo hub based out of Al Maktoum airport.

Opened Emirates Aviation University which required its own application set, infrastructure and data centre.

Updated all Airline and outstation processes and incident monitoring solutions.

Delivered a new, fully integrated ID and access management solution delivering single sign on to all applications.

Some online videos and press coverage of the flight academy can be found here: <https://www.retallick.net>

PR PROFESSIONAL SERVICES (Self Employed)

November 2003 – September 2013

Director: Delivering the following 8 assignments.

Travelx - Programme Manager (Consultant)

November 2012 – September 2013

Ran a program to deliver a single unified IT platform and associated processes to replace all of these all over the World.

CISCO SYSTEMS – Programme and Project Manager (Consultant)

November 2010 – November 2012

Customers and Accounts include Lloyds TSB, BT, N3 (NHS), Royal Mail Group, LOCOG (London Olympics) and many others.

Manage the delivery of IP products including the current HUCS product and the future HCS product.

SIEMENS - Programme Director (Consultant)

July 2007 – September 2009

Manage digital production and archive services including BBC iPlayer deployment, support, content management and design and operate web presentation.

Managed data centre capacity management for Experian and migrated services on to new platforms.

BBC - Programme Director

October 2004 – May 2007

Worked on digital archiving and production access to digital content.

Delivered broadcast and networking solutions for outside broadcast.

CISCO SYSTEMS - Programme Director (Consultant)

January 2007 – May 2007

Evaluated Cisco poor performance on responding to RFP and other business opportunities. Implemented a matrix management structure to enable the bid teams to call on appropriate SME resource to improve the quality of the responses resulting in an immediate win of a contract with Vodafone for network extension across a multi country network build and maintenance programme using the new matrix process.

CAPITA - Senior Programme Manager (Consultant)

August 2006 – January 2007

Fixed a failing project that delivered a new cash management solution.

ATOS ORIGIN - Programme Manager (Consultant)

October 2004 – August 2006

INCORPORATE Ltd./SEORB - Interim CTO (Consultant)

November 2003 – October 2004

Run technical development of proprietary systems and software solutions for serving the banking industry.

THREE (HUTCHISON 3G UK) - Head of IT & Product Delivery

June 2001 – November 2003

Design and build Europe's first 3G network.

NORTEL (Multiple assignments)

1989 – 2001

Head of New Product Introduction (NPI)

March 2000 – June 2001

Data Networks Training Manager

December 1998 – March 2001

Nor.Web DPL Ltd (Nortel/Norweb JV)

January 1997 – December 1998

Operations Delivery Programme Manager

Manager of Customer Field Trials and International Standards

August 1989 – January 1997

G.E.C Plessey Telecommunication (G.P.T)

1980 – 1989

Personal Information.

Marital status: Married. 3 adult sons.

Interests: Photography (some professional commissions including Vogue), 3D printing, vintage computers and calculators, amateur radio, AI – custom fine tuned LLMs for offline use.