



CHARLES D. MCMENAMIN

DIGITAL WORKPLACE
& SERVICE DELIVERY
LEADER
IT OPERATIONS
MICROSOFT 365
INFRASTRUCTURE

Mellingen AG
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DOB: 06.02.1990

CH Residency Status: C
Nationality: Ireland

PROFILE

Experienced Digital Workplace and Service Delivery leader with international experience across IT operations, Microsoft 365, infrastructure and service-oriented workplace services. I lead in a hands-on, customer-focused and reliable way, with a clear focus on stable, secure and practical IT services.

I am particularly strong where user experience, service quality, operational stability and stakeholder trust come together: in day-to-day operations, working with business teams and external partners, and in situations where calmness, structure and ownership are essential.

PROFESSIONAL EXPERIENCE

Career Break / Family Responsibilities April 2024 - Present

- Career break due to family commitments in an international context
- Now fully available for a long-term, hands-on leadership role in Digital Workplace, IT Service Delivery and IT Operations

IT Service Delivery Stadt Baden - RPB | December 2022-April 2024

- Led IT operations and workplace services across the full environment
- Ensured IT security, governance, Microsoft 365 services and service stability
- Managed external providers, budget topics and operational priorities
- Coordinated support quality, service delivery and user requirements

Manager Digital Workplace Services GE Power | Baden AG | November 2018-October 2020

- Responsible for Digital Workplace Services and IT operations for twelve organisations in Switzerland
- Led a multilingual IT team and coordinated operational support services
- Single point of contact for internal customers, including MyTech Lounge / IT kiosk services, escalations & service quality
- Improved user satisfaction and service quality in a global NPS context
- Delivered local IT projects and global initiatives to improve user experience and IT simplification
- Worked closely with global IT functions, business stakeholders and shared-service teams



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Global Infrastructure & Services Manager **Nectar Financial | SZ | January 2017-October 2018**

- Overall owner for IT services and infrastructure across Europe, New York and Hong Kong
- Responsible for ERP, audit support, supplier management and compliant IT operations
- Ensured stable, service-oriented IT services in an international environment

EMEA Data Center Operations Manager **Groupon Inc | SH | January 2012-December 2016**

- Built, operated and developed data centre services across the EMEA region
- Managed incidents, escalations and operations in critical infrastructure environments
- Coordinated service providers, IT procurement, maintenance and technical availability
- Ensured stability, documentation and reliable operations

EDUCATION

Disney Institute, Orlando FL, USA

Customer Service Excellence | February 2019 - April 2019

Harvard Business School - GE Crotonville

Leadership as a Coach | May 2019 - July 2019

University of Aberdeen, Scotland UK

Bachelor of Science - Computer Science | 2008 - 2011

CORE COMPETENCIES

- Digital Workplace & Employee Experience
- IT Service Delivery & IT Operations
- Team Leadership & Coaching
- Microsoft 365 & Collaboration Services
- Service Desk, Field Support & Onsite Support
- Incident, Request, Problem & Change Management
- User Experience, NPS & Service Quality
- Vendor Management & External Service Providers
- Workplace Services, Clients & Mobile Services
- IT Security, Compliance & Audit Readiness
- Budget, CAPEX/OPEX & Service Reporting
- Stakeholder Communication & Business Partnering
- Languages: English and German