

Alexander Thorne



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About Me

For the last ten years I've committed myself to leading my Product line's IT Operations to success. I'm a process specialist with a continued record of establishing efficient, sustainable process areas and highly performant teams. I'm an experienced leader adept at cultivating effective team dynamics and healthy organizations. I'm a seasoned communications expert with experience in developing and conveying strategy. I'm committed to service excellence and delivering phenomenal customer care. I'm a dedicated team member with a strong sense of ownership.

Skills

- Leadership
- Communication
- Process & Service Design
- Project Management
- Strategic Planning
- Business Development
- Risk Management
- Client Relations
- Vendor Management

Experience

- Head of Section: M7 Gas & Observability** 2024 - Present
Deutsche Börse
Section lead heading two new products: M7 Gas, a next-gen trading platform for EU's primary Gas market and M7 Observability, an in-house PaaS offering for scalable observability services. Formed a platform engineering team to provide the supporting infrastructure platform leveraging GCP's GKE
 - Led R&D and Business Development of the M7 Observability Product
 - Led Cloud Migration project from AWS and on-prem hosting to GCP
 - Launched our division's first Products to reach fully compliant status (KRITIS) running material workloads on Google Cloud Platform
 - Led the transition to a GitOps approach for Continuous Delivery of infrastructure and software
- Head of Operations: Energy IT** 2015 - 2024
Deutsche Börse
Head of Operations for the M7 product line, Europe's premier power-spot trading platforms delivering highly performant, highly reliable services 24/7. Responsible for defining operational strategies and service design and leading teams of highly skilled DevOps engineers and service management specialists committed to ensuring our Products' continued service excellence.
 - Built an IT Operations organization from the ground up which is now widely recognized as template of success in our company.
 - Co-led the shift from a waterfall-driven to a product-based Agile organization, utilizing LeSS, Scrum, and SRE/DevOps principles to create a series of products managed by cross-functional, highly autonomous delivery teams.
 - Expanded my team from 6 to 27 direct reports from 2017 to 2023, amidst a 10x surge in daily market activity, while maintaining system performance and improving availability from under 99.8% to a consistent 99.99% annually.
 - Refactored customer agreements and Release Management processes to achieve continuous delivery of our software production.
 - Developed a scalable, lean service management process by harmonizing service agreements, consolidating input streams and introducing the role of "Business Operations" to manage service delivery.
 - Served as the asset owner for the infrastructure fleet and all third-party vendor services, managing a corresponding \$5 million budget.

Education & Language

- Bachelor of Fine Arts: Spatial Arts** 2005 - 2009
San Jose State University
- German (C1, TestDaf certified)**
- Czech (B1)**

References

Jens Rick

CIO, EEX

contact: on request

Antoine Vigues

Director - Energy IT, Deutsche Boerse

contact: on request