

ANDREW SIMON GASCOIGNE

andygascoigne29@gmail.com | +44 7553 864152 | Durham, UK |
<https://www.linkedin.com/in/andrew-gascoigne>

GLOBAL OPERATIONS & SERVICE DELIVERY EXECUTIVE

Driving transformation, resilience, and growth across multinational contact centres, shared services, and IT operations.

EXECUTIVE SUMMARY

Results-driven senior executive with over 20 years' proven leadership in global contact centres, shared services, and IT operations. Experienced in managing multi-site, multicultural teams of 1,000+ across the UK, Malaysia, and the Philippines, with budget ownership exceeding £80M. Known for operational excellence, business transformation, and crisis leadership — including enabling seamless remote working for 60,000+ employees during COVID-19 and providing safe shelter and resources for employees during Typhoon Ondoy.

Recognised for building high-performing teams, exceeding KPIs, and fostering cultures of engagement and accountability. Adept at aligning operations with strategic goals, improving service delivery, and maximising value for stakeholders.

Finalist in the HR Excellence Awards 2019, nominated and recognised as the “Most People Focused CEO” in the region.

CORE COMPETENCIES

Leadership & Strategy: Global Operations Leadership | Executive Stakeholder Management | Organisational Development | Talent Strategy | Cultural Diversity | Business Transformation & Change Leadership

Operations & Service Delivery: Contact Centre & Shared Services Management | ITIL Service Management | KPI Achievement | Budgeting & P&L Ownership (£80M+) | Business Continuity & Disaster Recovery

Performance Improvement: Lean Six Sigma | Process Optimisation | Workforce Planning | Risk & Compliance (GDPR, CQC) | Audit Excellence (100% Scores)

Technical & Sector Expertise: Multi-Site IT Service Desk Leadership | Infrastructure & Applications Support | Vendor Management | Outsourcing Strategy | Large-Scale Transformation Programmes (£multi-million)

PROFESSIONAL EXPERIENCE

AIG – Malaysia & Philippines

SVP Global IT & Country Manager (Operations, Service Delivery) | 2016 – 2022

- Directed operations for 1,000+ IT support professionals and corporate functions across Kuala Lumpur, Manila, and an extended global team of 380+ FTE in the UK, USA, and China.
- Managed an annual budget of \$110M USD (~£85M), delivering services to consistently high-performance standards.
- Achieved attrition rates below 4% across diverse, multi-site teams.
- Reduced major incidents by 50% and resolution times by 60% through enhanced change management, risk mitigation, and problem resolution.
- Enabled remote working for 60,000+ employees during COVID-19 with zero operational disruption.
- Delivered a 3-year transformation roadmap improving service integration and cost efficiency.
- Increased global chat support utilisation from 15% to 70%, boosting helpdesk efficiency and user satisfaction.
- Sponsored and led a \$4M USD relocation of the Philippine Delivery Centre, completed under budget and ahead of schedule.
- Recognition: Finalist in the HR Excellence Awards 2019, honouring outstanding leadership in the regions' business community.

ATOS – Philippines (formerly Siemens IT Solutions & Services)

Country Manager & CEO (Shared Services & IT Operations) | 2010 – 2016

- Led 1,500+ IT professionals across seven delivery centres, transforming operations into a global centre of excellence.
- Delivered €47M+ P&L while improving KPIs and client satisfaction (NPS).
- Introduced Lean Six Sigma practices, reducing incident volumes and improving query resolution times.
- Secured 'Great Place to Work' recognition through employee engagement and well-being initiatives.
- Maintained operations during natural disasters through robust BCP and DR planning.

Siemens IT Solutions & Services – Philippines

Division Head & Country Manager (Contact Centre & IT Services) | 2009 – 2010

- Grew headcount from 1,000 to 1,500 FTE while cutting cost per seat by 10%.
- Established new service offerings, including Global Onsite Support and a System Monitoring Centre.
- Increased productivity by 24% through improved tools, coaching, and KPI-linked incentive programmes.
- Outperformed other Siemens divisions in the Philippines across financial, compliance, and performance metrics.
- Crisis Leadership: During Typhoon Ondoy, converted office facilities into safe shelters, providing bedding, food, and rest areas for employees until conditions improved, ensuring safety and continuity.

Earlier Roles:

- Head of Service Desk / Site & Account Operations Manager – Siemens IT Solutions & Services, UK (2006–2009)
- Senior Operations Manager – Npower Northern, UK (2004–2005, Contract)
- Customer Service Manager – Garlands, UK (2003–2004, Contract)
- UK Regulatory & Data Protection Manager / CEO's Executive Office Supervisor – Orange, UK (1996–2003)

AWARDS & RECOGNITION

- Finalist – HR Excellence Awards 2019, Leadership Excellence Category
- Great Place to Work recognition – ATOS Philippines
- 100% audit scores across GDPR and internal governance – AIG
- Global satisfaction rating of 4.8/5 for service quality – AIG