

DAVID ROBINSON

*Director | Service Management | Data Centre Operations |
Operational Governance*

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Professional Summary

Global operations and service management leader with more than 10 years of experience across mission-critical data centre environments throughout APAC. Experienced in operational governance, service management transformation, ServiceNow platform delivery, operational excellence, and cross-regional leadership supporting some of the world's largest digital infrastructure environments.

Currently serving as Manager, Operations Service Management APAC at Vantage Data Centers, with accountability spanning Australia, Japan, Taiwan, Hong Kong, and Malaysia. Appointed Global Process Owner for Problem Management and Knowledge Management, responsible for enterprise standards, governance frameworks, KPI design, and operational maturity across APAC, EMEA, and North America. Previously spent eight years with Amazon Web Services delivering global operational improvement programs, workflow automation platforms, and infrastructure management solutions adopted as worldwide standards. Holder of an Amazon patent and recognised for combining technical depth, operational governance, process transformation, and executive stakeholder leadership.

Professional Experience

11/2024 – Present

Manager, Operations Service Management APAC

VANTAGE DATA CENTERS

Global Process Owner, Problem Management & Knowledge Management Lead service management governance and operational maturity programs across APAC data centre operations supporting facilities in Australia, Japan, Taiwan, Hong Kong, and Malaysia. Accountable for incident, problem, change, knowledge, service desk, and ServiceNow governance functions while partnering with executive leaders across APAC, EMEA, and North America. Key Achievements

- Appointed Global Process Owner for Problem Management and Knowledge Management, responsible for enterprise-wide governance, standards, and adoption across APAC, EMEA, and North America.
- Led APAC readiness for the global ServiceNow platform deployment covering incident, problem, change, knowledge, service catalogue, and customer portal capabilities.
- Developed and secured approval of the Global Problem Management KPI Framework, establishing enterprise-wide operational performance measures.
- Led approval and implementation of the Global Knowledge Management Standard, creating governance structures and lifecycle requirements across all regions.
- Hold Emergency Change approval authority for APAC and serve as reviewer for global ServiceNow development and UAT activities.
- Established structured Root Cause Analysis and After Action Review governance processes that improved accountability, corrective action tracking, and operational visibility across APAC.
- Developed AI-enabled operational workflows to automate incident reporting and improve customer communications.
- Led Change Advisory Board governance activities across APAC, strengthening risk management, compliance, and operational consistency.

- Represent APAC within global governance forums covering ServiceNow platform development, customer portal strategy, request management, asset management, event management, and service operations.

2013 – 2021

Technical Program Manager

AMAZON WEB SERVICES (AWS)

Led large-scale operational excellence, automation, workflow, and infrastructure improvement programs across AWS global data centre operations. Delivered solutions adopted as worldwide standards, reducing operational effort, improving incident response, increasing asset availability, and strengthening service delivery consistency across multiple regions. Key Achievements

- Inventor on an Amazon patent relating to workflow automation and operational process improvement.
- Designed and delivered global workflow platforms adopted across AWS data centre operations.
- Led international Kaizen and continuous improvement initiatives across APAC, EMEA, and North America.
- Developed automation systems eliminating thousands of hours of manual operational effort.
- Created operational dashboards and event management tools supporting mission-critical infrastructure environments.
- Delivered solutions using DynamoDB, Lambda, EC2, S3, workflow automation, and operational analytics technologies.
- Developed global workflow systems supporting hardware lifecycle management, incident response, change management, and operational governance.
- Built operational tooling that improved customer impact visibility and accelerated critical event response.

Core Expertise

Data Centre Operations Leadership	Operational Governance
ITIL Service Management	ServiceNow Transformation
Operational Excellence	Incident Management
Problem Management	Change Management
Knowledge Management	Service Desk Operations
Global Program Delivery	Executive Reporting
Continuous Improvement	Root Cause Analysis
Process Design and Governance	Organisational Change
Stakeholder Management	Cross Functional Leadership
Customer Operations	Service Operations Strategy

Additional Experience

2023 – 2024	CO-FOUNDER & CHIEF TECHNOLOGY OFFICER <i>Lean AI</i> Co-founded an AI-enabled workforce training platform focused on onboarding, compliance, and workforce capability development.
2023 – 2024	FOUNDER & PRINCIPAL CONSULTANT <i>Ulverstone IT</i> Provided technology advisory, digital transformation, and operational improvement services to small businesses and community organisations.

2022 – 2024

LEAN FACILITATOR

People Improvers

Facilitated Lean and continuous improvement programs focused on problem solving, process improvement, and operational excellence.

OWNER & GENERAL MANAGER

Alstonville Free Range Poultry

Owned and operated an integrated poultry farming and food processing business supplying wholesale customers throughout Northern NSW.

- Increased production throughput by more than 20% through workflow redesign and operational improvements.
- Managed staffing, compliance, logistics, finance, and customer relationships.

TECHNICAL LEAD & BOARD MEMBER

Nornet Enterprises Pty Ltd

Provided leadership across telecommunications, software development, infrastructure operations, and business systems development.

Education & Certifications

Certificate IV in Training and Assessment (TAE40116)

AWS Certified Cloud Practitioner

Certificate III Telecommunications Cabling

ACMA Open Cabling Licence

White Card Construction Induction

PROFESSIONAL MEMBERSHIPS

Australian Security Industry Association Limited (ASIAL)

TasICT

Central Coast Chamber of Commerce

ADDITIONAL HIGHLIGHTS

Global Process Owner, Problem Management

Global Process Owner, Knowledge Management

Amazon Patent Holder

Enterprise ServiceNow Governance Leader

APAC Operational Governance Leader

ITIL Service Management Specialist

Lean and Continuous Improvement Practitioner

Executive Stakeholder Engagement Across APAC, EMEA, and North America