**Naoise Gaffney | Instructor / Facilitator / Coach**

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Professional profile

A people-focused and results-driven global Instructor/Trainer and Coach with 3 decades experience helping over 170 organisations achieve their planned ROI/ROV through education as a vital part of successful business outcomes. With a relentless passion for helping others and a wealth of global training experience, trains and facilitates with authenticity, credibility, pragmatism and humour, in an engaging and dynamic style.

A Technical Leader and Facilitator, with 20+ years’ experience in partnering organisations to deliver Digital Transformations across a broad spectrum of business verticals. Commercially aware with a focus on bridging the Business to IT gap that delivers pragmatic and effective solutions to support strategic planning, pre-sales, services and operational delivery where education is a key success factor to all transformation programmes.

Specialities: Training, Facilitating, and Coaching soft skills, organisational change management, frameworks, business analysis, and IT. Digital Transformation Management, Pre-Sales and full life-cycle Service Delivery, Account Management, Relationship Management, 3rd party liaison management, Team building, Project Management, and Agile Methodologies.

Skills summary

**Instructor, Facilitator, Coach/Mentor**

* Individual and team mentoring and coaching since 1998, of primarily global Pre-Sales and Services Consultants, many of whom now are Senior Architects, Directors or Senior Directors.
* Program Owner (creator), Lead and Educator of the Architect Mentoring Program, a unique growth program for 220 global Services Architects at CA Technologies, focusing on soft skills, digital transformations, financial acumen, and frameworks with an increase in consultative conversations, increased license and services sales, and improved Net Promotor Scores.
* Program Owner (creator) and Lead of the Associate Consultant Program Bootcamp, and the Services Bootcamp which is all about improving team and individual performance with a combination of coaching, training, and role-play.
* Architect Academy collaborator and presenter for all global Solution Architects focusing on delivery methodologies, good practices, and pragmatic approaches to requirements gathering.
* CA Technologies Instructor for all of CA’s Infrastructure and Services Management products since the late 80’s.
* Presentation and Communication skills expert, and Strategic Services Program owner / member.
* Train the Trainer of new Instructors, Pre-Sales and Services Consultants, to improve their roles as Instructors and Presenters.
* Soft Skills Educator since the late 90’s: Communication, Conversational Competence, Power Messaging, Facilitation, Whiteboarding, Presentations, Change Management, and Cultural Awareness.
* Taught and applied Rapid Prototyping and Agile Methodologies when creating education content.
* Designed and delivered application design and development courses for Services and Education Consultants covering a wide range of development and scripting languages for Enterprise Solutions.
* Lecturer in Masters in Law and IT at the Faculty of Law at Stockholm University from 1998 to 2012, in the foundations of IT and its use in legal practices.
* Taught Networking and Systems Design, Configuration, and Monitoring since the late 80’s.
* Taught Special Forces Officers (Swedish Marines and Navy Seals) specialist skills as an NCO. Trained the new platoons in specialist skills and general soldiering as an NCO.

**Transformation Programmes and Organisational Change Management**

* Experienced in transformation Programme/Project Management methodologies, and an Organisational Change Management professional since 1992.
* Leveraging Enterprise Architect frameworks such as TOGAF and Zachman to deliver relevant client business outcomes.
* Preparing for, communicating, and driving changes in people, processes and technology as a part of digital transformations since 1992.
* Pre-Sales, Business Analyst, Enterprise Architect and IT Management Consultant roles throughout the sales and services opportunity (buyer and user journey).
* Organisational Change Management professional and educator.

**Business of IT**

* Good understanding of the business and challenges of numerous verticals, and how IT can support the business outcomes of clients in various verticals.
* Aligning intended client business outcomes with a holistic view of people, process and technology solutions, providing guidance from strategy to execution, thereby solving a stakeholder’s problem and bringing value.
* Assess a client’s transformation programs and problems as well as suggest viable solutions leveraging architecture framework capabilities (TOGAF, Zachman) and TOGAF’s Architecture Development Method to ensure successful and well documented outcomes.
* Creating an IT Plan covering People, Processes and Technology for a client (generic) or key stakeholders (specific) and drive the execution of the IT Plan.

**Technology and IT**

* Deep knowledge of Network and Systems forensics (Network Forensics, formerly Silent Runner).
* Positioned, proved, designed and implemented Enterprise Solutions for global clients since 1998.
* Extensive knowledge and experience of cloud solutions, containers, and agile methodologies (previously SAFe 4 Certified Agilist).
* Initially self-taught in IT, PC’s and LAN’s from 1986 onwards. Over 40 IT certifications, most self-study, since 1992.
* Extensive knowledge and experience of Networks, Systems, Applications, and Databases. Worked with Internet solutions since 1992.

Employment history

**April 2019 – Current DDLETB @ Tallaght Training Centre**

**Facilitator – Train the Trainer Delivery and Evaluation 6N3326**

**Oct 1998 – Jun 2018 CA Technologies, Global (based in Sweden, and later Ireland)**

**Global Enterprise Architect, Global Pre-Sales Director, and Instructor**

**Oct 1992 - Oct 1998 Faculty of Law at Stockholm University, Stockholm, Sweden**

**Chief Technology Officer**

**Aug 1989 – Dec 1991 Royal Swedish Coastal Artillery, Sweden**

**Non-Commissioned Officer, Instructor, and Sonarman**

Education and qualifications

* **Train the Trainer Delivery and Evaluation 6N3326 / Needs Identification and Design 6N3325–** Distinction, QQI Level 6 Minor Awards, 6S3372 Special Award Training & Development
* **SAFe 4 Certified Agilist –** 2017
* **Certified IT Management Consultant –** CA Technologies – 2017
* **Master Certified Architect, Level 2 –** Open Group – 2011
* **Train the Trainer –** CA Technologies, training new Instructors, Pre-Sales and Services Consultants
* **Lecturer –** Faculty of Law at Stockholm University – Masters in Law and IT Lecturer – 1998 to 2012
* **International Baccalaureate –** Norra Real and Kungsholmens Gymnasium, Stockholm, Sweden – 1986 to 1988
* **International School of Stockholm (now SIS) –** 1979 to 1986

**Further Work-Related Education/Qualifications/Groups/Hobbies**

* Radio Broadcaster on Christmas FM 2018, and Real FM (NCFE Level 1 Accredited Radio Qualification)
* Centre of Technical Excellence Membership and Infrastructure Lead (since 2015)
* Professional member of Open Group and Member of IASA
* Languages: English (fluent), Swedish (fluent), French (conversational), Spanish (conversational)
* Charity: Education Uganda – Margherita Peak trek to support educational improvements in Uganda.
* Hobbies: Tea Room, Shed, and Decking Builder (built my own in 2017). Radio Broadcaster. Love walking in the Dublin and Wicklow Mountains. Cooking; I’ve worked as a chef at an Irish Gourmet Pub in Stockholm at the weekends for 2 years (The Loft), and love doing most of the cooking at home as it helps me relax.