

Thom Hooker

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Summary

A successful and experienced IT entrepreneur and technology evangelist, I am co-founder, director, former CTO and former acting CEO of New Zealand's largest cloud email security provider, SMX. I've been involved in all aspects of building this successful cloud services company from the ground up, including capital raising, financial management, business development, hiring & managing key staff as well as working with other board members to guide the company's direction.

After leaving SMX in late 2017 I took a year off and I'm now eager to find my next project.

Never one to sit still for long, in the past 18 months I've co-founded a company in the medicinal cannabis space, Zeacann. My role there is technology lead in the architecture and development of the company's regulatory compliance platform, PharmaCann. This is currently a part-time role.

Seeking

I'm keen to get involved and fully utilise my skills in another gritty IT project ideally in a project management, CTO/IT manager or technology lead role.

Experience

Zeacann

Co-Founder, COO, Director

Auckland, New Zealand

Feb '18 – Present

(Part-time)

I have been working part-time at Zeacann in 3 main areas: software (architecting & building our technology platform PharmaCann which provides a portal to reduce the regulatory and reporting compliance overhead faced by doctors and pharmacists when prescribing cannabis-based medicines), financial (planning for capital-raising and budgeting purposes), and regulatory (helping Zeacann to obtain the necessary licenses).

SMX

Co-Founder, CTO, Director

Auckland, New Zealand

Feb '05 – Nov '17

(Full-time)

As Co-Founder and CTO of SMX my main role was to provide technical direction for the company but I was also heavily involved in day-to-day operations, customer support, assisting the software development team with service enhancements as well as architecting & designing new products & services. General tasks included: liaising with suppliers, on-site customer & prospect technical pre-sales visits, post-sales customer support, member of the management team, strong involvement in planning & maintenance of new & existing products and services, hiring and managing staff, triaging feature requests and liaising with customers to resolve support issues.

In the early days of SMX I was jointly responsible for the financial management of the company. After we hired our CFO in 2009 my co-founder and I relinquished much of the financial duties, however I still hold ultimate responsibility for SMX's financial well-being along with my fellow company directors.

My key roles in the company included architecting and managing cloud services that our customers relied on to secure their email flow. I also designed and implemented the customer support processes and was responsible for the company's technical roadmap. I was responsible for ensuring the development team had clear requirements and were working towards the company's technical goals. As I was the main senior employee liaising with customers regarding service delivery and features requests, I was heavily involved in ensuring we continued to deliver products and services that were customer-appropriate. These included all SMX's main products such as cloud email filtering, email archiving, DLP and bulk outbound mail relay.

All products were delivered from the cloud and sold on a monthly recurring revenue model. Together these products earned the majority of SMX's revenue, generating annual revenues of ~\$10,000,000 in FY2018 (100% via recurring revenue).

Most SMX customers received the service via an open ended service delivery model. This model worked extremely well for everyone: our customers were assured SMX delivered every single month as they weren't tied into a contract and SMX's revenues were assured as long as we continued to a) deliver the service levels our customers expected and b) innovate in the cloud email security space.

RHE Infrastructure Services	Auckland, New Zealand
Systems Integrator (working for Telecom NZ & Southern Cross Healthcare)	May '04 – Apr '05
IBM Global Services	Auckland, New Zealand
Systems Administrator (working for Air New Zealand)	Dec '03 – May '04
Telecom Corporation New Zealand, Telecom Xtra	Auckland, New Zealand
Systems Administrator	Dec '00 – Dec '03
Liberate Technologies (working for NTL)	Hampshire, England
Systems Administrator	Feb '00 – Aug '00
Cable & Wireless UK	London, England
3rd Level Support/Systems Administrator	July '99 – Feb '00
Pims UK	Auckland, New Zealand
Systems Administrator	Feb '99 – May '99
Telecom Corporation	New Zealand
Systems Administrator	Nov '96 – Feb '99
Southmark Computers	Auckland, New Zealand
Computer Engineer	Mar '96 – Nov '99

Skills

Business Skills: 360° project & company awareness, customer advocate & customer-centric approach, financial modelling (team, project, business unit & company), process creator/implementer, technology road-mapping & planning, applying for grants (raised over \$3m from Callaghan Innovation), team and key individual manager (goal setting & achievement), project & delivery planning, skills mentoring.

Technical Skills: Linux (Redhat/CentOS, Ubuntu/Debian, Arch/Manjaro) and Unix (Solaris 10, 8, 7, 6 & 2.51, IRIX 5.6) systems administration, extensive knowledge of all Internet mail-related protocols (SMTP, POP3, IMAP, TLS, SPF, DKIM), excellent knowledge of Internet systems and protocols (TCP/IP, DNS, HTTP, SSL/TLS, BOOTP, DHCP, FTPD, SSH, VPN/PPTP), shell scripting, excellent troubleshooting skills and good all-round technical ability, solid data migration and validation skills, experience with Oracle and SQL databases (administration, SQL queries & troubleshooting), LAN administration, very experienced working in large Internet production environments, strong emphasis on security.

General Skills: Excellent interpersonal, written, and verbal communication skills, quick learner, work well under pressure, strong work ethic and commitment. Advanced office suite skills.

Interests

Non-exhaustive & alphabetised: astronomy (CPC1100) cooking, gardening, farm-block maintenance, our horses and dogs, mountain-biking, music (creating & listening), outdoor activities, sci fi (writing & reading), software & tech.