Craig Landman

Global Operating Executive

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Executive Profile

Global operating executive: President, COO, and operating partner to CEOs and boards. Experience scaling complex, multi-geography organizations across fintech, payments, enterprise technology, SaaS, and security services.

$2.3B global P&L | $1B revenue growth | 7% to 39% services margin | 48% lower technology OPEX

Professional Experience

Securitas | 2020 - Present

President - Global Clients

Senior Vice President - Operations & Transformation

I lead a $2.3B global client portfolio within North America's largest distributed security-services network - 580 offices and roughly 90,000 field employees, part of a 360,000-person global organization. I joined as SVP with dual accountability for the portfolio and the firm's enterprise-wide AI and technology transformation, and was promoted to President in 2024.

- 90-day restructuring: redesigned HR, Training, and Client Services, capturing ~$7.2M annualized savings while holding 93% client retention.
- Direct a global commercial team securing ~$280M new business per year. In the 2020-2024 SVP role, delivered $1B in revenue growth and expanded operating margin from 7.9% to 10% (2.1 percentage points).
- Built and led a leadership matrix of 10 Portfolio VPs, 88 Directors, and 22 Managers.
- Set and executed the enterprise AI adoption roadmap; built the Innovation and Transformation function and rolled out AI-literacy initiatives with zero operational disruption.

Mews | 2017 - 2020

Chief Operating Officer, Americas & APAC

As the CEO's strategic and operational partner for global expansion, I architected the organizational infrastructure, operating models, and leadership teams that took Mews into two new continents within 18 months, owning a $148M P&L inside a sponsor-backed, hypergrowth business.

- Directed hyper-growth expansion into the US and Australia, establishing legal entities, compliance frameworks, and physical operating hubs ahead of schedule.
- Led a globally distributed organization of 12 direct executive reports and more than 160 indirect staff.
- Deployed Zapier automation across operational, finance, and product systems. Separately, reduced time-to-hire for critical regional leadership by 52% through localized talent pipelines.

Professional Experience Continued

NTT | 2010 - 2017

Senior Vice President - Commercial & Operations

Vice President - Professional & Managed Services

Seven years with NTT - first leading the global delivery and P&L of Tier-1 cybersecurity, data center, and enterprise networking services in Australia, then owning full commercial governance and operational oversight of the US theater.

- Directed a $350M global P&L and engineered a turnaround that expanded gross services margin from 7% to 39%.
- Converged three siloed business units into a unified Secure Agile Infrastructure offering, raising average contract value by 22%.
- Directly managed 12 VPs of Sales and 4 VPs of Operations; overhauled the commercial framework and cut complex contract-negotiation cycles by 20%.
- Certified the organization for ISO 9001, ISO 27001, ISO 14001, PCI, and CHESM HSE; secured Chevron Australia as a Tier-1 client.

Sage PLC | 2006 - 2010

Chief Information Officer - Southern Hemisphere

CIO for Sage's Southern Hemisphere business with full P&L and operational accountability for technology strategy, infrastructure modernization, and digital transformation across a $42M budget.

- Engineered a technology rationalization strategy that cut operating spend by 48% over a multi-year period with 100% headcount retention.
- Led the acquisition of NetCash in May 2010 and integrated it into Sage's Accounting and Payroll products - later rebranded Sage Pay.

Earlier Banking Leadership

Investec Bank | 2000 - 2006

Technology Director, Security & PMO Founder

- Founded Investec's first enterprise PMO, establishing transformation governance and executive reporting.
- Project Manager and Technical Lead for the back-office separation into Silica, with zero operational downtime. Designed and built the server room, purchased and configured IBM Blade servers, configured applications and network, and planned and executed the move and cutover.
- Ran the Fedsure acquisition integration. Project-managed the Cape Town headquarters, data center, and disaster-recovery site, on time and within budget.

Earlier Experience and Qualifications

Barclays Bank | 1997 - 2000

Information Technology & Security Manager

Information Technology & Security Manager with P&L responsibility for a $25M budget and accountability for technology security across the organization.

- Managed teams spanning server and desktop support, database administration, and project management.
- Project-managed the design and ground-up build-out of the bank's disaster-recovery site.

Education

Global Executive MBA | IE Business School, Madrid, Spain

International residencies at Oxford University, UCLA Anderson School of Management, and Singapore Management University.

Master of Science, Information Systems | Vista University

Bachelor of Science, Information Systems Management | Vista University

Certifications

CISSP | Certified Information Systems Security Professional

ITIL v3 | IT service management

MCSE | Microsoft Certified Systems Engineer

Professional Development

CISM training completed; certification not obtained. PMP and Lean Six Sigma coursework completed; certification exams not taken.

Generative AI for Business | IMD

AI Fluency: Framework & Foundations | Anthropic

Prompt Engineering for ChatGPT | Vanderbilt University

Advisory Experience

Strategic Advisor, Movable Voice | April 2026 - Present · Enterprise voice AI

Advise the co-founder and CEO on go-to-market strategy, commercialization, and product-market fit for Workfone, a voice app for frontline work.

Member, IE Business School Entrepreneurship Board | 2018 - 2021

Advised on curriculum strategy and the development of the school's entrepreneurial ecosystem, bringing an operator's and founder's perspective to how future founders are taught.

Technology and AI

ChatGPT, Claude, Gemini, Copilot; Zapier and n8n; Power BI and Oracle BI; Smartsheet, Airtable, and Notion AI. Business-user experience with Salesforce, NetSuite, Workday, and HubSpot.