

Feb **2015** **MDS**

~ Present www.mdscem.com

Service Operation Centre Lead

ACHIEVEMENTS

- Worked closely with department heads to
 - drive targeted improvements in first time fix rates from 44% in 2015 to 69% in 2017 to date
 - consistently exceed monthly SLA and OLA targets of 98% across all customers
 - decrease cost per ticket by more than 30% from Q3 2015 to Q1 2017
- Implemented Problem Management to ITIL specifications, offering added value across 5 nationally recognised telephony brands
- Delivered changes to the Service Desk ticket logging tools to streamline and automate repeatable and scheduled tasks, freeing up time for resolver teams to focus on customer tickets
- Initiated and designed bespoke gamification and secondment systems offering reward and recognition based on performance, increasing my immediate team's morale and an increase of 'Shift Left' knowledge sharing
- Designed and implemented a bespoke customer satisfaction feedback system and associated quality & performance tracking database to enable monitoring, feedback and improvement on an individual and team level

RESPONSIBILITIES

- Leading a 24/7/365 dedicated, shift based, Service Operation Centre team in delivering Incident, Request, Major Incident and Problem Management and Customer Service for major UK mobile telecoms providers as per ITIL best practice
- Providing and reviewing personal development plans for each of the SOC Coordinators and Technicians, identifying training and progression opportunities based on individual skillset and merit
- Setting, and measuring performance against SMART annual objectives, through regular appraisals and ticket quality tracking, and managing under-performance where necessary
- Supporting the wider Service Delivery Management team with Change Management, Continual Service Improvement, SLA reporting, Service Review Meeting attendance and creation of related MI

Oct **2008** **Stella Travel Services UK**

~ Feb 2015 www.stellatravel.co.uk

IT Services Team Leader

ACHIEVEMENTS

- Negotiated a new third party printer/copier solution realising savings of over £30k per annum across the business
- Utilised service trends and market research to secure reduced rates on our ADSL partner agreement with projected cost savings of nearly £70k by end of 3 year agreement
- Implemented and established adherence to relevant parts of the ITIL v3 framework including a structured Change Advisory process
- Authored a detailed Standard Operating Environment for software, hardware and related services
- Increased the Net Promoter customer loyalty score by 25% over a 1 year period
- Implemented publicised SLAs and gained stakeholder buy-in by hosting internal presentations for management team of each brand
- Refined and standardised Key Performance Indicators for team members across 2 Service Desks including first time fix, customer feedback surveys and duplicate ticket reduction
- Defined and designed Major Incident Management guidelines and communications
- Scoped and defined a disaster recovery and contingency plan for the Service Desks

RESPONSIBILITIES

- Managing 2 dedicated Service Desk teams toward rapid and effective ITIL guided Incident and Problem Management for more than 800 users across 5 national brand identities
- Acting as technical owner, risk assessor and Change Manager of proposed service change requests at the Change Advisory Board
- Monitoring IT services and applications to ensure maximised up-time and communicating critical service outages to key business stakeholders
- Planning and implementing innovative Continual Service Improvements to cultivate our service quality and increase profits
- Maintaining and developing IT commercial relationships with existing and potential suppliers

ACADEMIC SUMMARY

FURTHER QUALIFICATIONS

2013 – 2014

ILM Level 3 in Leadership and Management
Coleg Cambria , Northop

2012 – 2013

ITIL v3 Foundation
Purple Griffon, Manchester

STUDY HISTORY

2004 – 2008

BSc Internet Technologies
University of Chester

2000 – 2003

Higher Level BTEC National Diploma in Computing

MS 2151 - Windows Network and Operating System Essentials
MS 2152 - Implementing & Supporting Windows Pro & Server

Essential Skills Level 3 - ICT
Essential Skills Level 3 - Communication
Essential Skills Level 3 - Application of Number
West Cheshire College

1997 – 2000

10 GCSE's
GNVQ Level 2 in Business Studies
King's School Chester

1995 – 1997

CE Certification
Academic Merit Scholarship to King's School Chester
Packwood Haugh Boarding School

PERSONAL PROFILE

ACHIEVEMENTS

Chester Cathedral Choir alumnus

High grade American-Thai Kickboxing student

St John's Ambulance "First Aid at Work" certificate holder

Trained workplace fire warden

Former competitive sweep-oar rower

Full UK driving license for both cars and motorcycles

INTERESTS

Photography and videography

Florida theme parks

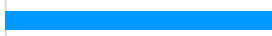
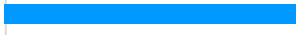


Lifestyle and parent blogging

Amateur graphic and web design

Compound bow field archery

Tent camping

STRENGTHS

Contagious optimism	
Confident decision making	
Candid self-evaluation	
Customer focus	
Attention to fine details	