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## **Professional Profile**

A dynamic, detail orientated and highly accomplished IT support manager with cross-industry experience. Experienced in advising clients and executives, implementing, and maintaining effective IT support models for global businesses, facilitating the delivery of cutting-edge service and support to large user groups, managing teams across geographies, negotiating with suppliers and vendors and exceeding expectations set by colleagues and leadership. Customer Service focused.

## A goal orientated individual who enjoys working with people from all backgrounds and is always ready to take on new challenges. Currently seeking senior IT service manager related opportunities with a reputable organisation.

## **Core Competencies**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Personal Skills** |  | **Professional Expertise** | |  | |
| * Visionary Leadership | * Coaching / Mentoring | * Strategic Planning | * IT Strategy & Transformation | |
| * Complex Problem Solving | * Relationship Building | * ITIL principles | * IT Support Models | |
| * Effective Decision Making | * Open-Minded | * System implementation | * System Interface Development | |

## **Career Summary**

|  |  |  |
| --- | --- | --- |
| User | ****IT Operations Manager – Austria & Switzerland**** | 2020 - 2021 |
| **Suitcase** | **WPP IT - Technology that powers WPP a creative transformation company.** |  |

summary

* To understand and manage the local IT landscape – Bring into line with Global standards.
* ServiceNow implementation and improvement. ServiceNow reporting to manage service and reporting.
* Review the IT costs and develop proposals for optimising local IT spend and manage IT assets.
* Manage service delivery between operating companies and 3rd party service desk support.
* Provide local input into global business initiatives and escalate major requirements to the relevant CIO’s.

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| --- | --- | --- |
| User | ****Support Manager / Service Delivery / Project Management**** | 2017 - 2019 |
| Suitcase | **Anheuser-Busch InBev - Multinational Drink and Brewing Company, Switzerland** |  |

summary

* Implemented ServiceNow to effectively manage incidents for a global user community.
* Embedded ServiceNow JLT and CMDB processes to increase efficiency within IT operations.
* Identified and implemented several improvements to service methods and operations.
* Managed IT processes and ensured adequate documentation to improve support capabilities.
* Handled change management by delivering regular clear and concise communications to business owners
* Project managed office relocation – Design IT infrastructure
* Project managed the delivery of a global Office 365 migration for the organisation.
* Analysed and procured vendors to support with IT initiatives and support functions
* Managed global internal / outsourced engineers and ensured alignment of key deadlines, roles, and responsibilities.

|  |  |  |
| --- | --- | --- |
| User | ****Support Manager / Service Delivery / Project Management**** | 2016 |
| Suitcase | **SABMiller - Multinational Brewing and Beverage Company, Switzerland** |  |

summary

* Established best practices through the entire technical support process
* Set and maintained customer service standards

## **Professional Experience (Continued)**

|  |  |
| --- | --- |
| * ****Service Delivery & Support Head  Man Investments AG - Investment Management Company, Switzerland**  *Implemented IT principles, embedded KPIs to measure surmises and managed vendors and assets***   ***ServiceNow Implementation*** | 2011 - 2015 |
| * ****Global Service Desk Team Lead  Man Investments AG, Switzerland**  *Evaluated help desk services, designed programs for continuous improvement and resolved escalated incidents*** | 2009 - 2011 |
| * ****IT Manager SEI Investments - Financial Services Company, UK** *Organised IT operations, facilitated training for staff and colleagues and enhanced IT policies*** | 2007- 2009 |
| * ****IT Manager PDVSA - Oil & Natural Gas Company, UK** *Ensured security of data, managed computer systems and implemented strategic solutions*** | 2004 - 2007 |
| * ****Team Lead AEP Energy Services - Energy Company, UK** *Mentored and coached the team, ensured alignment in duties and provided IT support*** | 2002 - 2004 |
| * ****IT Consultant Dresdner Kleinwort - Investment Banking Services, Germany** *Understood customer requirements, managed IT initiatives and collaborated with in-house technical staff*** | 2001 - 2002 |
| * ****Team Lead Enron - American Energy Company, UK & Germany** *Created an inspiring team environment, motivated team members and resolved complex IT issues*** | 1998 - 2001 |

## **University Degree**

|  |  |  |
| --- | --- | --- |
| Court | ****Executive MBA**** | 2022 Graduation |
| Court | ****Master’s in Information Technology Management**** | 2009 Graduation |

## **Professional Certifications & Training**

|  |  |  |  |
| --- | --- | --- | --- |
| * ****ITIL V3 Foundation Certification**  IT Service Management Best Practices** | | * ****Swiss Mentoring Certification**  Berufsbildner Kurs BoZH07** | * ****PRINEC2 Practitioner Certification** Structured Project Management Method** |
| * ****SOA Training in Cloud Computing** Service-Oriented Architecture** | | * ****ServiceNow Administration Training** Incident Management Software** | * ****VMWare Administration Training** Virtual Machine Software** |
| * ****Finance for Non-Finance Managers Training** Professional Training Course** | |  |  |
|  |

## **Interests, Volunteering Work & Languages**

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| --- | --- | --- | --- | --- | --- |
| ****Interests**** Puzzle | ****Volunteering Work**** User | ****Languages**** Chat | |  | |
| * Spending time with family and friends | * Humanity volunteer with habitat for humanity | * English |  | |
| * Participating in triathlons | * Social services volunteer with ORS Services AG | * German |  | |

## **References**

Available upon request.