

PERSONAL SUMMARY

Experienced Project coordinator\Management skilled in Microsoft office, customer service and management. I'm a passionate team player who is highly motivated and self-driven; possesses excellent interpersonal skills and the ability to communicate concisely and articulately with staff\External sources. Enjoys being part of a productive team and thrive in highly pressurised and challenging working environment.

CAREER HISTORY

Liontrust Asset Management	Project Support IT Analyst	August 2017 to (Present)
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Project Budget: £300k

- Managing all the 3rd Party vendor and supplier deliverables ensuring scope and requirements are clearly defined, documented and delivered on time to budget – to allow project to be delivering on time to enable BAU to the business.
- Preparing necessary presentation docs for meetings –To provide the team updates with project and task status.
- Providing IT Support – supporting 200 users with IT along with managing projects
- Ensuring team states their task for the day using Microsoft Teams – Ensures team is aware of their allocated task set for the day.
- Ensuring stakeholders request are fulfilled – To guarantee those that benefit from the project that their requirements are met.
- Assisting with tasks assigning to internal teams – Working with a cross functional team
- Creating and maintaining project documentation via SharePoint – For the team to be up to date with procedures.
- Communicating with vendors – To ensure correct requirements for project are in place and more.

Projects carried out:

- Rolling out Windows 10 from Windows 8.1, communicating with staff to insure the right programs are installed. (Travelled to Edinburgh office for this also).
- Implement new hardware and software solutions, upgrades, testing and documenting the full change management process.
- Liaising with stake holders to ensure requirements are achieved.
- Audit IT installations – for hardware, software and company standard.
- Create work packages for via sccm for deployment.
- Upgrading clickshare in our meeting rooms.
- Configuring our data recovery PC offsite encase of an emergency.

Morningstar	IT Project Coordinator	Permanent Aug 2015 to Aug 2017
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Project Budget: £500K +

Morningstar is an investment research and investment management firm. I have learnt and adopted how to work within an ITIL/Prince2 framework by following standards, processes, principle, themes and procedures to ensure a high level of customer service is always provided users EMEA.

- Inventory control of IT equipment – Ensure users has the right assets assigned to them
- Liaising with vendors – ordering stock, reporting issues with assets and more.
- Ensuring project deadlines are met – To enable room for new projects and lessoned learned
- Preparing necessary presentation docs for meetings – To ensure staff member have copies of information spoken about in the meeting.
- Working through project task – Staying on track with assigned project to ensure business is moving ahead.

Projects carried out:

- Deploying Windows 7\10\Office 2016\Skype for Business 800 users
- Computer refresh - Ensuring new desktop and laptop replacement
- Laptop and desktop refresh to users within London & Europe involving travelling abroad
- Added all warranty end dates of workstations in Active Directory
- Creating a "how to" article for staff to learn how to use our latest ticketing system and more.

Marks & Spencer	PMO Analyst	Intern extension Feb 2014 to Aug 2015
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- Building and maintaining relationships with key stakeholders in the programme across the wider business Key skills.
- Co-ordinate and produce programme governance documentation; status reports / risk, issue & action logs / presentations – including action follow-up with action owners.
- Co-ordinate and support business case submissions and project documentation.
- Being accountable for specific projects assigned to me therefore my duty was to ensure the delivery to time cost and quality and tracking of benefits was reviewed against the project proposal.

Qualification/Certification

- PRINCE2 Qualification
- ITIL Foundation certified
- Communicating Effectively
- Windows 10 course
- Excel foundation

Abilities \ Skills

- MS Project
- Jira
- Taking Minutes
- Delivering to tight deadlines - Well-organized and able to work in a structured way
- Working in ITIL framework - Prince2 framework
- Microsoft Azure\Office 365 apps
- Tech savvy
- Waterfall Methodology experience
- Working in an Agile way\Work well under pressure
- Ability to work effectively both independently and in a team
- Meeting SLA targets
- Excellent proven communication\documentation skills with attention to detail

EDUCATION

University of Bedfordshire	BSc (Hons)	(2010 – 2013)
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Grade: Upper Second Class (2:1) Honours

- Business Information system BSc,
- The modules the subject contained where, computer networking, system development, social professional management and creating a new business.

Third year project includes developing a Bus Information System database for potential users with thorough testing at each stage of the development process and a presentation of the final product using PRINCE2.

St Francis Xavier sixth form	(2007 – 2010)
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MM, MERIT MERIT

- BTEC National ICT Level 3

Bishop Thomas grant school	(2002 – 2007)
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7 B-C GCSEs

- (B to C) English(B) and Maths (c), and 4 extra GCSEs in GVNQ ICT

Activities\Interest

- I am a member of a gym with the goal of going at least 3 times a week.
- Spending time with my family
- Property investor - Love anything to do with properties

References

- Available on request.