ANTHONY SHAW

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PROFILE

An experienced, versatile, motivated and commercially aware IT Service and Support Manager with over 20 years of experience in the IT industry and more than 12 years of managing IT service and support teams.

A specialist in leading, restructuring and transforming operational IT using a structured approach to Service Delivery aligned to the ITIL framework. Designing and implementing Incident, Problem and Change processes that are efficient and repeatable.

Commercial knowledge across different business sectors: technology, software services, education, corporate retail, franchised retail and financial services.

Experienced and passionate coach both professionally and in the voluntary sector – designing development and advancement pathways for IT teams and, as a qualified football coach, providing skills coaching to players and mentoring to young coaches.

ACHIEVEMENTS

- Designed, delivered and managed Change Management for Bestway Retail, bringing control and mitigating risk for change requests from business stakeholders to out-sourced support and development partners.

- Reviewed Bestway Retail service contracts and delivered a 78% cost saving for mobile telephony, reducing annual spend by £78k; and a 60% cost savings for the office telephone system, reducing annual spend by £29k - whilst improving the services received by end users.

- Delivered the integration of 20 overseas offices into the Radius Payment Solutions UK head office structure, separating 1st and 2nd line support provision and implementing regular pro-active site visits to achieve standardisation of support across the group. Designed, implemented and owned the Incident, Problem and Change Management processes.

- Defined and implemented Radius Payment Solutions data security and asset management processes to support the attainment of Cyber Essentials Plus and ISO27001 certifications and to meet the requirements of GDPR.

- Grew the IT Support team to 12 members in line with the growth of the Radius Payment Solutions business. Designed and implemented team structure, on-boarding, training, development and advancement pathways. Designed and managed expedited development pathway for graduate placement students, which proved so successful that each of the students that undertook the 15 month program have been retained to work for Radius.

- Delivered many projects including Exchange rollout, Office 365 migration, telephone system replacement, acquisition integration, domain consolidation and large-scale office relocation.

EMPLOYMENT HISTORY

IT Service Manager, November 2017 – present
Conviviality Plc, then Bestway Retail, Crewe, Cheshire

I initially joined Conviviality Group Plc, the largest warehouser and retailer of alcohol in the UK with over 4000 employees and a turnover in excess of £1bn. I was employed to implement a corporate IT Service structure to support the 3 business units. Within 3 months of starting, however, the company entered administration and the business was broken up with the business units sold to separate buyers. The retail unit, based in Crewe, operating under facias including Bargain Booze, Wine Rack, Thorougoods, Central Convenience and Select Convenience, was sold to Bestway Wholesale Group. In my role of IT Service Manager for Bestway Retail, I report to Director of IT.

- Key achievements:
  - Review of existing IT support services across the business, identifying opportunities for improvement and a design of a deliverable, scalable, ITIL aligned support service suitable for a major corporation.
  - Review of existing IT infrastructure, identifying and mitigating risks with cost effective solutions.
  - Negotiate and implement new outsourced service contracts provided by external support providers including service specification, acceptance and transitioning.
  - Define and implement IT security policies and procedures, designed to protect corporate data and meet GDPR.
  - Define and implement IT Change Management, chairing CAB and driving adherence to the new process across the business.

- Management of a small team of skilled IT Support Analysts, including coaching, performance monitoring, objective setting, appraisals and discipline. My team supports over 200 head office and warehouse staff and over 900 retail outlets.

- Co-ordination of services between internal and external support resources.

- Performance management of all third-party service providers.

- Point of escalation for desktop support issues, utilising my 20 years of experience of IT support.

- Ownership of all internal support processes, procedures and documentation used for delivering both internal support services and managing third-party support provision.

- Building and maintaining relationships with key stakeholders within and outside of the business.

IT Support Manager, January 2016 – November 2017
Radius Payment Solutions, Crewe, Cheshire

Radius Payment Solutions is a market leading provider of fuel payment and fleet management services to the small and medium fleet sector, operating over 20 offices across 13 countries. Reporting to Director of IT Operations, I was responsible for managing the provision of IT services for all users in the Radius Group across the UK, Europe, and Asia and managed IT services for external customers.

- Key achievements:
  - Define and implement data security processes to support the attainment of Cyber Essentials Plus and ISO27001 certifications and to meet the requirements of GDPR.
  - Design and implement support services with a 1st Line Service Desk team and 2nd Line Infrastructure Support Team including the recruitment of an exceptionally talented team of Service Desk and Support Analysts.
  - Design, document and implement Change Management and Problem Management processes.
  - Design and deliver Service Delivery Reports for services provided to both internal and external customers, including system availability, support ticket analysis and customer satisfaction data.

- Management of a team of 10 globally dispersed, highly skilled Infrastructure Support and Service Desk Analysts., including coaching, performance monitoring, objective setting, appraisals and discipline. My team supports over 1000 users in 20 offices across the UK, Europe and Asia.

- Management of IT support and services provided by Radius to external companies including the reporting and analysis of monthly service availability and adherence to Service Level Agreements.

- Ownership of all support processes, procedures and documentation.

- Building and maintaining relationships with key stakeholders within and outside of the Radius business.

- Purchase of desktops, laptops and mobile devices and ownership of the asset management process. Monitoring and management of supplier performance.

Systems supported - Active Directory. Office 365 including Exchange and Skype for Business. PC's and laptops running Windows 7 and 10 with MS Office 2016. Skype for Business. Proprietary in-house CRM system and customer facing software.

Service Desk Lead, February 2012 – December 2015
Allocate Software, Keele, Staffordshire and Richmond, Surrey

- Reporting to Director of IT. I was responsible for all aspects of desktop and network support for the software development team and support staff in the UK, Europe, Australasia and the Americas.

- Day to day support of 400 users across 14 offices around the world including over 250 very demanding Software Developers. I supported the desktop\laptop estate and a virtualised environment of Hyper-V VMs in the productions environment and over 100 VM used for software development and testing.

- Reporting and analysis of monthly Service Desk ticket statistics and major incidents and outages to senior management team.

- Specification and purchasing of all user software and hardware including desktops, laptops, smartphones, tablets.

Systems supported - Windows 2012 and 2008 Server Active Directory. Hyper-V. Microsoft Exchange 2010. PC's and laptops running Windows 7, 8 and 10 with MS Office 2010 and 2013. Microsoft Lync. iOS devices.

PC & Network Support Team Manager, July 2006 – August 2011
Focus DIY Ltd, Crewe, Cheshire

- Reporting to IT Support Controller, I was responsible for all internal user facing IT infrastructure at the Head Office and Distribution Centre sites.

- Problem management to identify the root cause of persistent problems and to propose the best solution for the user. Solutions included short-term fixes and strategic planning to stop the problem from reoccurring. This required strong and successful bonds to be built with teams external to mine.

- Day to day management of a team of skilled Support Technicians including effective communication; conflict management and discipline, maintaining customer service standards, coaching and up-skilling, appraisal and objective setting, ensuring that the team understood the goals of the business and senior management.

- Customer engagement and raising the profile of the Support Team. Specification and purchase of appropriate computer equipment and software for the sites that I was responsible for and manage their deployment.Systems supported - Windows 2000 to 2008 Server and Active Directory. Microsoft Exchange 2003.

Senior PC & Network Support Analyst, July 2003 – July 2006
Focus DIY Ltd, Crewe, Cheshire

- Responsibility for all aspects of desktop and network Support at the Head Office and Distribution Centre sites.
- Provide 2nd line support for PC, NT account, file system administration and software issues and 1st line support for server and network issues.

Systems supported - Windows NT 4.0 and 2000 Server. Microsoft Exchange 5.5. PC's and laptops running Windows 2000 and XP and MS Office 2000 and 2003. Ericsson MD110 telephony system.

PC & Network Support Analyst, July 2000 – July 2003
Focus DIY Ltd, Crewe, Cheshire

- Responsibility for all aspects of desktop and network Support at the Head Office and Distribution Centre sites.
- Provide 1st line support for PC, Netware account, file system administration and software issues and 1st line support for server and network issues.

I.T. Network Technician, April 1999 – April 2000
West Kent College of Further Education, Tonbridge, Kent

- Responsibility for all aspects of desktop and network Support main college campus in Tonbridge.
- Support the college network of MS Windows NT 4.0 and Novell NetWare 4.11 servers and networking infrastructure.

I.T. Installation Engineer, August 1998 – April 1999
Kerridge Computer Company Ltd, Bristol, Avon

- Onsite installation and configuration of any items that a customer may have purchased from Kerridge, which ranged from simple hardware or software upgrades through to complete LAN installations.
- Assist the Customer Service team in attending customer sites to address hardware or software faults.

Various positions in Finance and Customer Service, July 1991 – July 1998
British Rail\Railtrack, London and Crewe

- I gained four promotions in seven years after joining British Rail as a Customer Service trainee. I worked in an administrative role at the Operations Training Centre, Crewe as well Customer Service roles at Crewe Station and stations on the Crewe to Manchester line. I also took the opportunity to work in the Finance Department at the London Head Quarters of Railtrack experiencing, first hand, the pressures and challenges involved in a company flotation on the stock market.

EDUCATION, TRAINING AND QUALIFICATIONS

- **ITIL v3 Foundation (Certification achieved)**
  The Knowledge Academy. November 2012.

- **M6430 Planning for Windows Server 2008 Servers**
  M6421 Configuring and Troubleshooting Windows Server 2008 R2
  M6426 Configuring Identity and Access Solutions with Windows Server 2008 Active Directory
  M6425 Configuring and Troubleshooting Windows Server 2008 Active Directory Domain Services
  QA Training. December 2011 to January 2012

- **Website Design levels 2 and 3, City & Guilds**
  South Cheshire College of Further Education. September 2008 to June 2010.

- **Updating Support Skills from Windows NT 4.0 to Windows Server 2003**
  Interquad Training. April 2005.

- **Microsoft Exchange 5.5 Concepts and Administration**
  Xpertise Training. October 2001.

- **Microsoft NT 4.0 Administration**
  QA Training. September 2001.

- **Certified NetWare Administrator (CNA) NetWare 4.11 Administration Qualification**
  March 2000.

- **Microcomputer Systems Installation and Maintenance level 3, City & Guilds.**
- **Microcomputer Operating Systems and Environments level 2, City & Guilds.**
  Cerco Training Ltd. June to August 1998.

- **BTEC Higher National Certificate in Business and Finance**
  South Cheshire College of Further Education. September 1996 to June 1998.