Jordan Langley

Address: 50 Westhorpe, Southwell, Nottinghamshire, NG25 0NG
Telephone: 07387178801
Email: JordanLangley1979@gmail.com
LinkedIn: http://linkedin.com/in/jordan-langley-312ab84

Profile

A loyal, highly motivated, technically sophisticated, enthusiastic and reliable IT professional with extensive experience in IT Business Relationship Management and IT Service Delivery. Proven success in delivering first class relationship management and IT Service delivery. Able to deliver end user and infrastructure support to diverse clients ensuring provision of excellent customer service and satisfaction. Experience in cross-functional team management and motivation ensuring KPIs and SLAs are continuously achieved whilst embedding a culture of continuous improvement across delivery teams. Confident at providing strategic leadership and direction to support operational growth and transformation activities.

Key Skills

- Relationship Management
- P&L Management
- SLA Compliance
- Incident, Problem, Change Management
- Project Management
- Team Leadership
- Vendor Management

- Technical Problem Resolution
- Contract Negotiation
- Systems Integration
- Continual Service Improvement
- IT Planning and Implementation
- Stakeholder Collaboration
- Communicating at all organisational levels

Career History

SAINT-GOBAIN TECHNOLOGY SERVICES   **FEB 2019 - PRESENT**

IT BUSINESS RELATIONSHIP MANAGER
Fostering and maintaining the relationship between 10 Saint-Gobain companies and Saint-Gobain Technology Services with the aim of delivering smooth and efficient IT Services across all support functions.
- Delivering regular service review meetings with IT Managers, Financial and Managing Directors.
- Hardware budget fund management for each supported company.
- Championing IT services and projects to each business.
- Championing IT requirements from each business to the relevant project and delivery teams.
- Acting as trusted advisor to each business.
- Working with multifaceted project teams to ensure business requirements are delivered successfully and as described.

NTT DATA Services UK Ltd   **SEP 04 – JUL 18**
(Formerly Dell Services, Formerly Perot Systems)

Client Delivery Executive   **JAN 16 – JUL 18**
Responsible for managing the team and the P&L required to maintain and foster the relationships across multiple key accounts, including TUI and Middlesex University whilst ensuring all contractual obligations were met. This included:

- Coordinating with client delivery directors and service management team to streamline business processes.
- Fostered and maintained working relationship with partners with an aim to grow business and seize future opportunities.
- Gained customer loyalty and retention by optimising the activities of service delivery processes, enhancing business operational efficiency and reducing costs by directing all the activities of the operational team.
- Managing the service desk and being the point of contact for any escalations.
- Management of internal and vendor resources across India, Europe and America.
- Delivery of BAU activities and projects and none BAU project work using internal and vendor resources, ensuring works were completed on time and within budget.
- Daily interaction with customer senior leadership team to director level, service management and project teams to ensure continued service improvement objectives were aligned alongside monthly and weekly reporting to internal and customer leadership.
- Ongoing management of service improvement plans including:
  - Improved front line desktop support services by designing and implementing an IT Tech Bar under strict time and budget constraints, which enabled the end user community to seek IT related problem resolution quickly and efficiently.
  - Planned and employed a chat solution to relieve the need to call the service desk for easily resolvable issues, improving customer service and increasing team morale across the board.
- Management of key relationships with IT Delivery Directors and Service Management teams, through daily interaction and monthly/quarterly and yearly review meetings.
- Supplier management.

Key Achievements:
- Consistently met SLA targets by setting and monitoring a clear, measurable standard of performance.
- Delivered device replacement across campus including student and staff devices, using partner and badged resources on time and on budget with zero impact to teaching and learning. All staff and student laptops and desktops replaced with current Dell offerings.
- Managed account yearly profit and loss to 36% margin buy ensuring project and BAU expenses kept to a minimum, project and BAU invoicing on time and engaging in regular RFS activities.

Client Delivery Executive   **NOV 14 – JAN 16**
Promoted from previous role as Senior Systems Integration Specialist. Managed improvement activities with public service clients whilst ensuring the relationship between all parties was maintained.

- Delivered timely IT services to 11 secondary schools across two county councils by providing governance across all areas of the LEPs service delivery process, continual service improvement, and customer satisfaction.
- Identified and managed service improvement activities
- Focused on ensuring clients satisfaction with the company's services through managing projects, fixing any reliability issues, and tracking service metrics.
- Ensured IT services were delivered as per contractual requirements.

- Performed regular service reviews with each school and associated county council.
- Escalation point for all escalations.
- P&L management.
- Team management.
- Stakeholder management.

Key Achievements:
- Consistently achieved above SLA targets
- Delivered P&L from negative margin to positive margin by reducing expenses and streamlining BAU activities alongside delivering an infrastructure decentralization project utilizing existing team.

SENIOR SYSTEMS INTEGRATION SPECIALIST   **JAN 10 - NOV 14**

Led the design and implementation of the solution deployed into eleven schools across two county councils using centralised data center and local server solutions. Replaced infrastructure with virtualised environment that reduced physical server footprint which allowed for quick deployment of failover and future servers and services in a cost effective and efficient manner.

- Exhibited exceptional technical leadership for the implementation and support of full ITO across 11 secondary level schools split across Derbyshire and Cambridgeshire county councils.
- Supported 400+ servers including physical and virtual split between the two counties by monitoring and maintaining the computer systems and networks across the organisation.

Key Achievements:
- Enabled the company to reduce administrative overheads and increase productivity by implementing virtual desktop infrastructure (VDI) using Wyse terminals and Citrix VIAB.

Improved online security and privacy by designing and applying VPN solution using Microsoft TMG/UAG combined with RSA and Quest token authentication two factored with AD credentials

SERVICE DELIVERY MANAGER & TECHNICAL LEAD   **SEP 04 – JAN 10**

Overall responsibility for the delivery of the contractual requirements of the UK service desk alongside providing third line technical support. Achieved month on month 85%+ FLF and 100% customer satisfaction. Integrated change and problem management into the SDM role which enabled cost savings to the account.

- Integrated change and problem management.
- Monthly SLA reporting.
- Month on month SLA attainment and 100% customer satisfaction scores.
- Multiple server support and data center migration activities.
- Regular director level communication both internal and customer.

Earlier Career

Vital Energi – Jan 2003 – Aug 2004
Heating Engineer	MAR 03 – JAN 04	
Proposals Engineer	MAR 04 – AUG 04	

Sutton Auto Factors
Logistics Manager	AUG 02 – MAR 03	

Perot Systems Europe
Web Development	AUG 99 – MAR 02	

Technical Proficiencies

- Microsoft DPM
- Symantec Antivirus & Endpoint Protection
- Microsoft Windows Server 2008
- Symantec Backup Exec 2010
- Microsoft Windows Server 2012
- Microsoft SQL
- Windows XP, 7, 10
- VB Scripting
- SCCM 2007/2012
- Juniper Networks Switching
- Microsoft Office
- VPN Solutions (RSA SecureID/Cisco VPN)
- Active Directory
- Group Policy Design
- SCOM
- DHCP
- DNS
- IIS Remedy
- Service Now
- VMware
- Hyper-V
- Clustering
- Storage

Professional Development

- ITIL V3 Foundation
- Microsoft MCP – 70-290 and 70-291
- PM100 – Successful Project Management (Perot Systems)
- Service Managers Boot Camp (Perot Systems)
- TLLS – Team Leader Learning Services (Perot Systems)

Personal Interests

I'm a keen amateur rugby player, playing either second row or back row for Mellish Rugby Football club. I also undertake the roles of club Chairman and Treasurer for the club.

I am a keen motorcyclist and enjoy watching track and road racing either live or on the TV.