

Simon Paul Day

Address: 8, Victoria Grove, Horsforth, Leeds, West Yorkshire, LS18 4ST

Telephone: (M) 07397 972 649 **Email:** daysp03@gmail.com

Full Clean UK Driving License

Full Security clearance, ITIL V3 SD

PERSONAL PROFILE

Working in IT for fifteen years I have a vast amount of leadership, design, technical implementation and strategic skills I also have a wealth of transferable skills, including communication, commercial, organisational and management skills. I adapt quickly to different levels of business needs and situations, using initiative and fresh ideas to lead and implement new ways of working to deliver strategic benefits with pace whilst ensuring delivery of world class services. I also have an in-depth design and deployment knowledge of enterprise wide VMware, Hyper-V, Azure Cloud, Storage and multiple Domain environments. I am also a confident, creative and innovative leader who is able to combine professionalism with strong technical and interpersonal skills to motivate and engage teams to deliver business continuity, development and future growth.

Provident Financial Group FTSE250 - Platform Design Manager

September 2018 - Present

Currently working within Provident Financial Group, as Platform Design Manager based at their Head Office, where I am responsible for leading, managing and providing leadership to a team of eight technical solutions architects along with five platform specialists who provide design and solution overviews along with driving change and continual service improvement through multiple delivery teams across three lines of the business utilising both Agile and waterfall methodologies.

Key Role & Responsibilities

- Managing a team of Technical solution Architects and platform specialists, who in the last four months have designed and assisted with deploying the following:-
 - Implementation of Microsoft Azure IAAS & PASS platforms
 - Migration of all core platform systems and services from a on-premises solution into a managed service provider solution.
- Provide leadership to the wider technical teams and Architects within Platform Design and throughout the wider IT Operations team.
- 3 to 5 year IT road maps fitting into Business strategy as well as future planning including end of life IT products and services into the road map.
- Influence and challenge constructively, particularly at Head of Function and Senior Management level to gain team and senior buy-in.
- Leading change and design all the way through entire design and delivery life cycle.

- Driving and adhering to TOGOF architectural development methods across the core Platform Design team for both Architects and technical specialist.
- Managing and maintaining a Risk and control frameworks through out the Architectural end to end process whilst also managing and maintaining a Corporate IT risk register.
- Aware of relevant industry and technical developments that can be incorporated within the IT roadmap.
- Demonstrate and drive for and commitment to Continuous Improvement
- Budget management and delivery of best-value
- Effectively communicate with the Senior Management team and Head of Function to provide feedback on potential succession plans and team performance
- Team performance and capability which includes optimisation to meet current and anticipated business requirements in the future.
- Performance improvements driven by the appropriate coaching and support of individuals and staff members within the wider team

Sopra Steria / NHS Shared Business Services - IT Infrastructure Service Operations Manager.

April 2016 – Sept 2018

Working within the NHS Shared Business Services as part of a joint venture between the Department of Health and Sopra Steria. A business leader and industry innovator, utilising data, intelligence and technology to revolutionise and support the NHS back office functions and support services to maximise both profit & performance. Enhancing quality through innovative financial, accounting, employment and procurement solutions supporting the delivery of significant operational efficiencies, improved services and cost benefits for their clients

Key Role & Responsibilities

- Led and looking after service across technical infrastructure, the service desk and responsibility for project delivery. Managing an IT Infrastructure and design team of 21 staff located across 4 national offices within the UK and a further 7 staff reporting to me based in India. Ensuring efficient operation of the company's Data Centres, servers and other backend technologies across the businesses. As the IT Infrastructure service operations manager I worked closely with IT decision makers within onshore and offshore departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.
- Delivery of the NHS SBS Corporate Infrastructure Service, all NHS SBS LAN and WAN Infrastructures, servers and telephony systems including access to the wider NHS.net and ensuring the effective access and delivery of the IT infrastructure and information Systems.
- Whilst working at NHS SBS I also managed a team of technical Architects who designed and managed several large scale designs such as a two million pound unified coms project across all NHS SBS UK and India offices, Azure IAAS platform and San on premise design and implementation.
- Design and implementation of a RPA (Robot Process Automation) platform within Azure private cloud which also included all relevant I.T governance along with security sign off.
- Maintained and supported BAU 24x7 365 days a year ensuring effective and consistent platforms.
- Excellent knowledge of ITIL Service Delivery Processes.

- Responsibility and design of all backup and recovery plans of NHS SBS systems to include quarterly reviews, sanity checks and testing of ITSCP (I.T Service Continuity plans) and quarterly reviews of BCP plans and how these align
- Working collaboratively within the wider NHS SBS I.T senior management team
- Management and implementation of Operational & transitional ITIL processes
- Collaborating with the global technical and architecture teams to provide end-to-end support and resolution of all Infrastructure and operational related incidents within the global business.
- Ensuring the I.T Infrastructure road map is reviewed and updated to ensure cost benefits, and replacement programs are in line with the business needs thus providing continuous improvements.
- Planning, directing and coordinating operations of the Infrastructure & Integration teams. Ensuring the provision of a single point of contact for the resolution of incidents and service requests, via continual monitoring of 'live' systems
- Budget management of £13 million utilising well-developed commercial skills overseeing and reviewing IT contracts and re-negotiating.
- Collaborating with stakeholders to ensure IT services and products fulfil their needs and lifecycle.
- Analysing existing operations and design to make recommendations for improvement and growth of infrastructure and IT systems.
- Working in an environment that uses best practice service methodologies such as Agile, Lean and waterfall.
- Driving along with I.T and Operational Security Managers ensuring all standards and governance are adhered to, including patching, secure printing, and making sure data such as official and official sensitive data are handled correctly.
- Key stakeholder implementing and managing ISO27001 standards and certifications across NHS SBS businesses.
- Key stakeholder and driver in the design and implementation of cloud services across the NHS SBS business, successful projects include implementing SAS Dynamics as a direct replacement for a bespoke CRM system and aging ERP Oracle system.
- Leading the implementation of IAAS within MS Azure private cloud, complimented with a hybrid Store Simple solution allowing the business to gradually transition from on premise to cloud and allowing a quick, effective scalable solution. This IAAS platform includes a XDE Remote Desktop platform for around 900 users, along with Hosted exchange and S4B integration with NHS digitals (Accenture) cloud platform
- Expert knowledge of IT operations, incl. data centre operations, enterprise IT environments, Cloud computing, data networks

Clarion Solicitors LLP - IT Support Manager
January 2013 – April 2016

Key Role & Responsibilities

- As part of the senior management team I contributed, planned and steered future development of the companies IT needs
- Ensured all legal requirements were understood and governance issues were also adhered to.
- Manage the IT Support Team and service desk ensuring all work was prioritised and delivered to a high standard

- Assessed and monitored any training or future development that was needed within the IT team
- Managing the IT infrastructure and making sure that relevant issues were addressed and seen through to resolution.
- Monitored and assessed IT security needs both internally and externally
- Accessed current IT services through Key Performance Indicators – assessed in three different ways. Firstly by observing and reviewing current IT services, secondly accessing financial reviews of the current IT services and its contribution to Clarions success, thirdly through assessing the need for change and new requirements within departments and offices.

Senior Delivery Analyst - Kier Group PLC
Oct 2010 – January 2013

Key Role & Responsibilities

My main duties were to take a lead within the central IT teams and delivery teams, producing a clear and concise level of IT support throughout the north east and west of the UK. The role was varied and consists of managing 2nd and 3rd line support which ranged from development of new and existing systems/solutions that were designed to meet the local business requirements. I also managed core applications and infrastructure acting as an integral link between the central IT teams and local businesses. Supporting a user base of 26,000 users over multiple sites and office locations where strong teamwork was essential to its success.

Brenntag GMBH - Technical Support Analyst
Sept 2006 – October 2010

Key Role & Responsibilities

Main Duties were to assist the Technical manager with maintaining the internal ICT infrastructure based at the Leeds head office with over 400 users plus an additional 1200 remote users spread across 35 sites throughout the UK. Additionally to this liaising with international Brenntag I.T teams to conduct universal

Lupton Fawcett Solicitors LLP - Technical System Analyst
Sep 2004 - 2006

Key Role & Responsibilities

Duties were to assist the systems manager with supporting the internal I.T systems based at the head office supporting 800 users across four regional sites.

WW Group LTD - Junior Systems Analyst:
Nov 2003 - Sep 2004

Key Role & Responsibilities

General duties consisted of supporting end users via help desk calls which included software/hardware faults, assisting also in setting up client's machines and server patching and upgrades.

INTERESTS AND ACTIVITIES

Health and fitness (Jogging cycling and walking)
Socialising with friends and family.
Travel & outdoor activities such as mountain biking and camping.
Decorating, DIY and Gardening

EDUCATION:

Education	Qualifications	Grade
Park Lane College (2001 -2003)	(BTEC National Certificate)- Business I.T & Finance	Merit
Horsforth High School (1994 – 2001)	(A Level) - Business Studies	C
	(A Level) - Computer Studies	B
	(A Level) - History	C
	(GCSE) - History	B
	(GCSE) - Drama & Theatre Arts	C
	(GCSE) - English	C
	(GCSE) - Information Technology	B
	(GCSE) - D&T (Resistance Material Technology)	B
	(GCSE) - Mathematics	C
	(GCSE) - Science (Double Award)	C
	(GCSE) - French	E

REFERENCES

<u>Clarion Solicitors LLP</u> Ryan Millmore Managing Partner, <i>Clarion Solicitors LLP,</i> Elizabeth House, 13-19 Queen Street, Leeds, LS1 2TW (0113 3363346)	<u>Kier Group PLC</u> Jim Bennet <i>Kier Group PLC</i> Tempsford Hall, Sandy, Bedfordshire, SG19 2BD (01767 640 111)	<u>Sopra Steria/NHS SBS</u> Sarah Marsden Phoenix House, Topcliffe Lane, Tingley, Wakefield, WF3 1WE (0113 307 1500)	<u>Provident Financial Group</u> HR Department 1 Godwin Street, Bradford, BD1 2SU (01274 351 950)
---	---	---	--