STEVEN MATTHEWS

Telephone: 07801 823495 **Email:** smatthews1@btinternet.com

I am a results driven Product Manager and IT consultant who is focused on delivering cost effective, fit for purpose solutions that support modern workspace and collaboration, business change and transformation.

I have many years of experience within the IT industry, having held a range of roles from programmer, server support specialist, infrastructure consultant, end user computing analyst to Office 365 product manager. In my recent role I have designed, project managed and delivered Office 365 services across a truly global organisation consisting of over 350 sites, 40,000 accounts, in over 90 countries.

I enjoy building relationships with colleagues, customers and partners, I continue to be enthused by the gains in efficiency and related cost savings that can be achieved by deploying IT infrastructure correctly.

Professional Experience and Achievements

Sept 2015 – Present   Office 365 Product Manager – Syngenta, Didsbury, Manchester

Key Achievements
- Delivered Office 365 services to a truly global organisation, resulting in the reduction of over $4m from the annual operating budget
- Removed on premise infrastructure from over 200 branch offices
- Simplified the end user computing and digital workspace experience across the enterprise
- Migration of 40,000+ mailboxes from on premise mail servers to Exchange Online with minimal disruption
- Migration of 470TB+ of data from on premise file servers to OneDrive for Business
- Migration of 500+ MOSS 2007 sites to SharePoint Online
- Migration of 18,000+ mobile devices from XenMobile 9.0 device management to Microsoft Intune
- Designed and implemented policies and procedures for the overall governance of the O365 service
- Designed and implemented the 'Service Wrap' for all O365 services
- Simplified options for users to accomplish a specific task, created a 'what to use when' information pack
- Delivered O365 training and awareness sessions to all of IT, 700+ staff globally
- Ensured all services offered by O365 met the requirements as defined by the global IT security team
- Performed a Proof of Concept with all IT staff to evaluate if Teams can replace Skype
- Insourced End User Computing services for a global organisation
- Defined the organisational 'user personas', these personas shaped the O365 license requirements
- Recruit and train resources to enable on premise services to transition to cloud based services

Role Responsibilities
- Technical lead for driving the implementation of Office 365 services to a truly global organisation. Consisting of 350 sites in over 90 countries, 40000+ accounts. End-users can be located in high-tech offices, production facilities or quite literally in a field
- Technical lead for the migration of on premise mailboxes to Exchange Online, file server data to OneDrive for Business and MOSS 2007 content to SharePoint Online
- Managed HPE/DXC to produce the high level and low level designs and implementation plan to migrate mobile devices to Microsoft Intune
- Work closely and share information with internal enterprise architects, IT security, IT operations, Syngenta legal team, specialists from Microsoft and trusted 3rd parties
- Monitor technical roadmaps for the O365 product suite, articulate and demonstrate new features to colleagues and the business
- Act as key escalation point for high-priority service level failures, and drive the resolution of issues in line with Syngenta business critical priorities
- Design and implement solutions for countries where the latest Microsoft technologies cannot be used
- Manage communications with stakeholders during project work and major incidents, multi-cultural and global
- Develop specific policies/processes for users under Legal Hold
- Maintain a knowledge database of O365 articles, that can be accessed by users and support staff
- Vendor management and contract negotiation with Microsoft, HP, DXC, Wizdom
- Develop and deploy solutions that are, where possible 'out-of-the-box', keep things simple
- Manage and maintain the O365 license estate, working with the IDAM team
- Deliver maximum strategic and operational value from relationships with internal and external suppliers
- Manage a diverse range of technical staff, direct and matrix management
- Develop and create management reporting to illustrate the adoption of O365 services to senior management
- Drive and deliver special ad-hoc service Improvement projects / strategic initiatives as required
- Project Management
- Office 365 global administrator

Nov 2007 – Sept 2015   Infrastructure Consultant / Subject Matter Expert – Bupa, Salford

Key Achievements
- Consultant for the first phase of Bupa's Office 365 pilot and deployment to a select number of high profile users
- Deployment of NetApp file services infrastructure. Replacing 28 Windows file servers across multiple locations. Leading to increased file services availability whilst reducing support and maintenance costs
- Separation of Bupa Health Assurance business to Friends Provident. Including the migration of users, PCs, data and servers. Influencing stakeholders was key during this work
- Deployment of on premise Exchange 2010 and Lync infrastructure, thus enabling greater communication and collaboration across the business
- Refresh of on premise service infrastructure while understanding the impact 'cloud' based services
- Consultant for the deployment of a secure email service from Egress Software Technologies
- Deployment of enterprise wide system enforced strong passwords, to meet audit requirements
- Deployment of desktop power management, enforced policies to satisfy corporate sustainability goals
- Attended many courses that developed my general business acumen

Role Responsibilities
- Provide IT Infrastructure consultancy across the business, endeavour to create solutions that increase efficiency whilst reducing complexity and cost
- Creation and maintenance of the strategic 3 year technical roadmaps and refresh programme for a wide range of technology areas, including identity management, messaging, end user computing, directory services, file services and infrastructure software
- Creation of solution design and business case documents that require stakeholder approval or management and financial approval. Focusing on solution delivery via a cloud first, operational expenditure mantra
- Depiction of solutions in terms of 'User Stories' is an ideal method of conveying, in simplistic terms, the impact on end users and support staff of any proposed infrastructure initiative
- Drive and deliver special ad-hoc service Improvement projects / strategic initiatives as required
- IT due diligence for mergers and acquisitions

Jun 1998 – Nov 2007   Server Support (IT Specialist) – Bupa, Salford

Key Achievements
- Technical lead for the migration of server infrastructure and data to Spire Hospitals
- Leasing with 3rd party organisations to resolve serious issues with deployed server hardware
- Test, Build, Install infrastructure for the deployment of Microsoft Exchange 2003
- Upgrade legacy Windows NT4 infrastructure to Windows 2003 Active Directory
- Configure and maintain backups of critical data, including media management and data recovery
- Document and contribute to Business Continuity Planning focusing on server infrastructure
- Year 2000 server hardware and operating system upgrades

Role Responsibilities
- Ensure all of the server infrastructure hosted in the Salford Quays campus site was maintained to the highest level and capable of providing the business with the reliable, resilient infrastructure they required
- Involvement in many projects that utilised my extensive knowledge of Microsoft technologies, server architecture and data management

Aug 1992 – Jun 1998   UNIX Development and Support – Bull Information Systems, Hemel Hempstead

Professional Skills, Training and Experience:

ITIL v3 Foundation	Problem Management	Incident Management	Service Transition
Supplier Management	Service Delivery	Mergers and Acquisitions	EUC Solution Adoption
Architecture and Design	Consultancy Services	Strategic Delivery	Commercial & Financial Mgmt
Advanced Influencing	Stakeholder Engagement	Vendor Management	Communication Skills
Technical Authoring	Agile	Knowledge Management	Project Management

Key Technologies:

Office 365	Azure AD	Office Application Suite	Mobile Device Management
Exchange	Virtualisation	Security	Desktop Operating Systems
Windows Server	Skype for Business	SharePoint	Active Directory & Group Policy

Personal Information:

Nationality:	British	Driving Licence:	Full, UK Driving Licence
Location:	Willing to travel	References:	Available upon request
Education:	Information Technology BSc (Hons)	Interests:	Music, Formula 1, Technology