ANDY SMITH
IT Services Manager

Introduction

A self motivated, diligent and proven IT Infrastructure Manager with 10 years expertise of global IT operations and service delivery. High level of accountability across all tasks.

Employment History

Seadrill Management Ltd (turn over $3 billion)

IT Infrastructure Lead   Jul 15 - present

- Reporting to IS Ops director
- Accountable for smooth running of IT Infrastructure services across Public/Private Cloud/Office and over 50 drilling Rigs in harsh deep-water environments
- 5000 user/3000 client device/1000 server env
- Accountable for performance and CSI of ITO (via multiple virtual off-shore teams) to meet corporate ISIT objectives. Design/agree ITO standards with architecture, and own the delivery
- Responsible for managing ISIT vendors area in heavily outsourced environment (SLA/CSI)
- Attend Critical Incident Management bridges to direct resolution when need
- Own ITO Problem Management & Service Improvement to ensure operational environment is continually improving
- Owned software license estate and managed internal or external SAM audits as appropriate
- Accountable for ITO processes during SOx audits
- Accountable for ITO Risks via Risk Management Process

Key achievements & Projects delivered

- Project owner – set-up of Public Cloud (Azure)
- Project Owner – new set-up/closure/consolidation of several datacentres, in UK, US, APAC
- Project and Programme owner of multiple End of service Life/consolidation work across on prem and public/private cloud (server 2003/2008/etc)
- Project owner - Implemented ADFS service Public Cloud and migrated all business cloud & on prem services to SSO platform
- Consolidation of multiple AD domains into 1 domain
- Responsible for ITO services during major vendor transition across all Run services & Tools with very aggressive 6-month timescale (ITO/Apps/Network/ITSM/SIAM)
- Achieved 100% of annual improvement objectives within IS Operations Dept such as year on year improved performance of Incident resolution/Problem management/Change Management SLAs

KEY SKILLS
Area of expertise

- IT Operations
- Vendor Management
- IT Infrastructure
- Team Management
- Problem Management
- Project/Service Delivery
- Virtualisation
- Azure
- Datacentre
- Virtual Private Cloud
- MPLS/WAN/LAN/WLAN
- AD/PING/SSO/IDENTITY
- Office 365/Domino
- Oracle/SAP Infrastructure
- Disaster Recovery

- Service management
- Virtual team management
- Stakeholder Management
- IT Service Delivery
- Critical Incident Management
- Windows Server/Desktop
- Infra/App support
- Hybrid cloud management
- IT Outsourcing
- ITIL/SOx/GPDR
- Monitoring
- Citrix/Terminal Services
- License /SAM
- Database
- 2FA/MFA

Personal Skills

- Effective communicator with sound judgment and listening ability to ensure understanding at all levels
- Establish positive relationships very quickly, bring out the best in people and channel this positivity into successful delivery
- Results driven and forward thinking
- Good awareness and pro-activeness to expose and mitigate potential issues before they become problems.
- Data driven and detailed approach
- Embrace new challenges with a pragmatic and analytical problem-solving approach
- Will adapt to company ISIT framework
- Desire to strive for continuous improvement and to suggest and drive the change that will make this happen

IT Certifications

- MBCS – Professional Membership (2015)
- PRINCE II PRACTITIONER (2012)
- ITIL FOUNDATION (2010)
- MCSE WINDOWS NT (2001)

Education

Newcastle University   1990 - 1993
BSc (Hons) Biochemistry (2:2)
Runshaw College   1988 - 1990
A levels Chemistry, Biology, Maths

References

Available on LinkedIn profile or on request

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- Achieved *exceeds* expectations in all mid-year and end of year personal appraisals
- Delivered dozens of smaller projects

Renold Plc (turn over $500 million)
IT Infrastructure Manager   Apr 09 – Jul 15
- Reporting to CIO, 4 direct reports & 10 indirect
- Design and implement Infrastructure standards to align IT and business strategy
- Design and implement IT projects to deliver those standards and to drive business improvement
- 2500 user/1500 desktop/250 server env
- Full ownership and responsibility for Global IT Infrastructure and IT service operations across the group

Key achievements & Projects delivered
Network/Infra/Security/SAM
- Responsible to define WAN/LAN standard
- Delivered 30+ location Global WAN roll out (MPLS/IPsec), to support major SAP roll-out
- Delivered Cisco LAN/WLAN/WAAS Infrastructure across Datacentre & branch office via in house CCNA resource & vendors
- Set-up of on prem Primary & Secondary datacentre's (VMware/IBM/SAN/Tivoli/Microwave link)
- Delivered several major IT projects to open/close/ re-locate offices and factory plants
- Delivered SAP Server landscape
- Delivered enterprise grade Email/Web/AV end-point protection solutions
- Managed successful Global SAM audit with Microsoft, IBM and McAfee
Application/Business System Deployments
- Delivered several business systems including SAP, Movex, M3, Efacs, Cognos, Sage, Business Objects, CMM, CNC, CAM, Windchill, Asset Management, IBM Domino & Blackberry

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Renold Chain
IT Manager   Jul 04 – Apr 09
- Responsible for IT operations at the Renold Chain Manufacturing plant in Manchester, in addition to Corporate ISIT responsibilities across the group
- Reported to Group IT Manager and responsible for 1 direct report
- Responsible for service delivery of all IT projects and run services for 350+ staff across 365x24x7 manufacturing operation

Employment History Continued:

- Responsible to agree and manage IT budget
- Responsible for all ISIT deliverables during Manufacturing & Office Site closures/re-locations
- Managed and responsible for IT elements of ISO quality and financial audits

Renold Engineering Products Division
IT Support Specialist   Jun 02 – Jul 04
- Support of IT services within Corporate Division, reporting to Group Divisional IS Manager
- Delivery of IT services and Infrastructure projects across the division to continually improve TCO and improve availability of ISIT services (Terminal Services/Domino/Office re-location/PC & Server upgrades/Network refresh)

Renold Gears
IT Support Assistant   Jun 00 – Jun 02
- Day to day 1st /2nd line support of branch Manufacturing location near Rochdale
- Reporting to on-site IT manager
- Basic IT duties break fix support, daily checks, backup duties

Self-study MCSE course   Sep 99 – Apr 00

Campus Travel
Travel Consultant   Jun 95 – Aug 99