Andrew richards

15 Brora Road ⦁ Nottingham, East Midlands ⦁ Andrew.K.Richards@googlemail.com ⦁ 07725182807

**Group IT Services Manager**

Group IT Services Manager possessing both technical and management abilities with notable success directing a broad range of corporate IT initiatives while participating in planning and implementation of information Systems solutions in direct support of business objectives.

Customer focused and a strong emphasis on what matters to the customer in achieving business goals and enabling the businesses I service to deliver products and services to their customers with excellent value and success.

* Record of accomplishment of deployment and support of business-critical solutions, for example Nuclear Facility remote access systems using off the shelf products that passed 100% MOD Penetration tests along with other front-line emergency services.
* Key stakeholder in Airport communications network, design and decision making on technological direction along with key knowledge of all aspects of the solutions.
* Hands on approach to the delivery of implementations as well as planning and defining IT strategic direction.
* Expert knowledge in security and implementation of projects with security considered throughout the process drawing on others to supplement as needed in drawn up committees (ISMS framework defined).
* Overall responsibilities for all of group internal IT systems and management – reporting directly to the CEO and CFO.
* Demonstrated technological expertise in a wide range of area’s independently solving a wide range of complex tasks in a global organisation working independently and managing own priorities and workload. My current organisation has sites in Malaysia, Australia and China with international business taking part all over the world every day; I support the business 24/7 with its global operations dealing with escalations from 1st line support and direct requests from business leads and customer requirements.
* Hands-on experience leading all stages of system development efforts, including requirements definition, design, architecture, testing and support along with supplier negotiations and purchasing processes. I use ITIL methodology and industry best practise. I have deployed the infrastructure single handed for multiple organisations and put forward comprehensive support documentation for the installations I roll out.
* Automation of IT core infrastructure using puppet and recently chef for data centre activities along with the software development environment.
* Outstanding leadership abilities and team player with many integrations of acquired businesses in an international field, working with international counter parts to ensure full domain joining and consolidation of IS assets along with ISO27001 ISMS and business process and ITIL process integration into support handover.
* Adept at developing effective security policies and procedures, project documentation and milestones along with technical/business specifications.
* Data controller and GDPR guru for the business.

**Professional Experience**

**Simoco Wireless Solutions – Derby – Group IT Services Manager – Feb 2016 – Current**

Promoted to IT services manager for the group IT, responsible for all IT systems and employees, including recruitment.

Still maintaining my duties as the senior technical IT member in hands on IT management capacity with the ability to define strategic direction and decision making around the entire IT estate.

Rapidly learning new systems and ensuring any solutions meet and often exceed the expectations of the business.

**Team Telecom Group – Derby – Senior Technical and infrastructure Analyst - July 2013 – Current**

Promoted to Group Technical Analyst following outstanding performance in the delivery of key business objectives while maintaining day to day IT support within the organisations. I am the sole Cisco Engineer within the business and also continue to provide support from 1st line through to 3rd line.

Successful implantations of the DR plan and cost savings in infrastructure changes ranging from VMWare ESXi with Veeam deployments in our head offices with branch systems moving to a robust DFS file replication system to our central systems cutting down on expensive and often unreliable branch site systems and processes.

I look at the business from a top level and give the business input on new technologies to enhance the business ranging from a new ERP system into 2 of our 3 business units along with CRM and field engineering software for maintenance field work.

**Team Telecom Group – Derby - 2nd Line Engineer – July 2010 – Current**

Following a management buyout from Spice Plc (IT & T Department Ltd is a subsidiary of spice Plc) I was TUPE across to Team Telecom Group. I cover the businesses complete IT infrastructure and day to day support along with deployments of solutions for the business to end customers. These can be identified from me or from the business; I manage these project lifecycles from development right to end support.

Projects I have worked on are varied and often cover many aspects of IT from purchasing the equipment following onsite discussions and requirements gathering with the customer and then implementations and project management followed by handing the support with training to the in house engineering workforce.

**IT and T Department – Derby – 2nd Line Support Engineer – June 2007 – July 2010**  
  
Complete 2nd line support in Derby, Huntingdon and Watford for a major Telecommunications group of companies. I also cover additional companies in the East Midlands which fall under the group responsibility.   
I have extensive software, hardware and system knowledge, having built servers, network setups using Fibre and Ethernet, setting up multiple machines for new businesses and customers using multiple install options RIS/WDS. Complete windows and Linux Server and desktop support onsite and over the phone, installed and maintaining the Avaya VOIP PBX system.  
  
**DHL Excel Supply Chain - East Leake - Return Freight Administrator - Aug 2006 –June 2007**  
My role at DHL involved updating procedures and handling all the return freight into the British Gypsum Site, if there is a problem with any of the loads my role is to investigate the cause and credit/debit the companies involved. I also maintain the Collection process from start to finish ensuring the collection is done and done with the effectiveness expected of a global company like DHL.  
 **LogicaCMG – Nottingham – Service Desk Analyst – June 2005 – July 2006**  
  
13 months experience as a Service Desk Analyst – over three years’ experience of customer services in different sectors, I have been building computers as a hobby since the age of 12. In my current role as service desk analyst I work within a medium sized close team supporting several clients including Barclays Bank and Punch Taverns we are there 1st/2nd line Support desk logging and resolving calls which range from their in-house systems to Microsoft office, Windows operating systems XP, NT and windows 2000 and outlook exchange Server support.  
  
**Endeva Plc – Nottingham – Logistics Planner –January 2003 – Feb 2005**  
  
I was a logistics planner for one year maintaining delivery SLA’s for our major clients which included Meile, Argos, Hotpoint, Boxclever, Telebank and ensuring deliveries where made across the East Midlands, Ensuring staff and resources where available to maintain a 100% delivery service. During this role I also worked as an admin assistant ensuring phones are answered within 3rings and excellent levels of customer service where met both face to face and over the phone, I also Printed the delivery schedules for the delivery drivers and ensuring that the staff and Vehicle Rota was accurate and showing the available resources and met the day to day operational levels.  
  
**Cork International – Nottingham – Warehouse Operative – September 2002 - Feb 2003**   
  
My position at cork was of a warehouse operative which involved ensuring stock levels where maintained for the packers in the warehouse, This involved liaising with the stock control room using an AS/400 Based computer stock control system and face to face talks within the department, I Enjoyed my time here and had a good team of people working with myself.

**Falcon Manor – Northampton – General Hotel worker – June 2001 – September 2002**  
  
My role as General Hotel worker covered many different roles and made the position very interesting and challenging, I lived at the hotel during my time there. I roles included taking booking by phone and face to face, Arranging events and maintaining a safe and clean environment at the hotel.

**Education and Credentials**

BSc (Hons) Computing and IT: Business with Solutions Development

CISSP Certified

ISMS ISO 27001:2013 Internal Auditor

ISMS ISO 27001:2013 Foundation

Preparing for GDPR Certificate

Cisco/NDG/LPI Linux essentials

Evening practical Cisco training CCNA Network Academy

Microsoft 70-270 Managing and Maintaining Windows XP

Microsoft 70-290 Managing and Maintaining a Microsoft Server 2003 Environment

Microsoft 70-291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure.

MCSA (Server 2003)

VCA-DCV – VMware Data Center Virtualization

ITIL Foundation (2012 onwards)

Cisco Interconnecting Cisco Networks ICND1/ICND2

RedHat Linux RHEL 6 Course

Comptia Network+

Comptia A+

Comptia Server+

Comptia Security+

Fire Warden

**Professional Affiliations**

Member – Linux Professional Institute (LPI000240282)

Member – ISOC