**Stephanie Pitts**

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### Profile:

An experienced, focused ITIL certified professional, who is dedicated, enthusiastic, reliable, highly motivated with 20 years of experience in Application Management Services, a creative problem solver who is able to act independently, proactively identifies opportunities, naturally takes responsibility and uses initiative. I pride myself on being very strong customer focused with proven ability in customer service, communication and organisational skills who works well independently and in teams to provide a quality service and value to the client.

**Additional details**

Security clearance “SC level” until 2020

### Achievements:

* Star Performer Certificate of excellence awarded by TCS for outstanding contribution.
* TCS Certificate of Appreciation for valuable contribution made beyond the call of duty
* Recognition awarded for involvement of successfully implemented 105 Change Requests for “HMPS Management System” which achieved 100% availability.
* Recognition awarded for incident restoration success rate of over 98% . All of this has been done without a single unplanned outage.
* Recognition awarded for the efforts that I have made as part of team made to deliver an excellent level. of service and ensuring all SLA’s have been green for the past 12 months .
* Recognition awarded by HP for consistently providing a high standard of support to the client

### Employment:

**October 2017 – present    TATA CONSULTANCY SERVICES**

**IT Service Desk Analyst – Client EDF Energy**

* IT Service Desk Analyst providing first level telephone support, Web Portal, email based assistance, advice and IT solutions to a Blue Chip client. Troubleshooting IT related problems from software applications to hardware and hand held devices of the accounts designated users. Technical support, analysis, diagnosis and resolution also liaison with 2nd line, 3rd line teams and 3rd party suppliers. Logging details in the CRM tool and taking ownership of incidents to their desired conclusion, closely monitoring to meet ticket SLA targets.
* Recognise trends of possible related issues and report to Incident Management team for investigation so the restoration of normal service operation to minimize the impact to business operations.
* Request Management enquires, information and escalations.

**Jan 2005 – July 2017        DXC Technology – Formally HP Enterprise Services /HP/ EDS**

**Client Ministry of Justice**

**Application Delivery Management 2nd line support Analyst**

* Second level technical support diagnosis and resolution, using my knowledge of VME, UNIX, SQL Windows, Windows Server 2003/2008 and MS office,  also liaison with 3rd line teams and 3rd party suppliers for IT applications in support of the MOJ NICTS contract,.
* Involved in Change Management process was to raise changes and approve changes for Live Service Releases for key client bespoke applications to be applied to environments and using my judgment to eliminate any risks before raising or approving change requests advised during CAB meetings.
* Responsible for system health checks, system batch processing and monitoring, testing and fault diagnosis, also I also produced system health checks reports for the Business and IT Managers, and maintained documentation.
* Responsibilities include covering Deputy Team Leader duties to cover absence cover.
* Lead quality assurance meetings with the Service Desk to improve quality of service, by any resolving any underlining issues between 1st, 2nd and 3rd line teams.
* Responsible for managing the life cycle for Live Service Release data fixes for a client bespoke application, this involved change process, testing complex data fixes in pre -production and deployment to production environments, liaising with the 3rd party suppliers, the client application support resolver groups and any other affected parties/systems to enable a successful delivery. This achieved 100% availability and no disruption to the client.
* I have trained and mentored graduates and they have successfully gone on to fulfil intermediate level roles from the Graduate program, also trained new team members and applied cross training to other teams to make the teams more productive, flexible and produce value to the client
* I was involved in other projects that fall outside of Live Service Support, i.e. Disaster Recovery exercises, System testing for deployments and I have received client recognition in relation to this.
* I have been responsible for the Minor Change Quotation (MCQ) process, for providing quotes that are under £10K to the client in response to new business requests for service this was in compliance with current procedures and cost models. The process involved being responsible for the full lifecycle of the MCQ process, keeping all the parties involved, informed in each step in the process until completion.

**Sept 2003 – Jan 2005**    **Electronic Data Systems Ltd - Client DWP**

**IT Systems Administrator**

* Involvement in the Windows 2000 environment deployment to all of the DWP (100,000 workstations and 2000 servers approximately) and configuration for multiple DWP offices. The implementation function was setting up the offices remotely, my duties included setting up network; email accounts, file store areas and user groups using, Bespoke Generator toolsets, Windows 2000 Active Directory, also administering configuration control for the user’s access permissions.
* Maintained and delivered workstation and FAP software, using major supporting toolsets including RADIA software delivery, Tivoli monitoring and Digital Workflow. This would allow the workstations to connect to the software distribution servers overnight and to ensure that all software updates they are eligible for are downloaded out of office hours, which will therefore not affect the day to day business delivery of the office.
* Responsible for Second level technical support, diagnosis and resolution within the service level agreement, liaison with 3rd line teams and 3rd party suppliers.
* Produced service reports for the Business and IT Managers.

**Education/Training:**

* 2017 ITIL Intermediate Certificate in Continuous Service Operation
* 2017 ITIL Intermediate Certificate in Service Operation
* 2017 Managing Office 365 Cloud identities and clients
* 2017 Cloud Services and Enterprise Mobility
* 2017 Managing XenDesktop 7.5 Desktops and Applications.
* 2016 UNIX Fundamentals
* 2015 IITL Foundation Certificate in IT Service.
* 2013 Oracle Database 11g SQL and PL/SQL Foundation course.

Successfully obtained five GCE O’Levels including Maths and English and three CSE’s at high school and then later on I enrolled in further education in various business, training and IT courses. The accreditations included; RSA Integrated Business level II, LCCI D32/D33 Training and development Awards, B TEC NVQ Level III Customer Services and M.O.C.N Hardware Maintenance and repair.

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**Interests:**

I enjoy being active so I like to keep fit and engage in various gym and outdoor activities,  as an outgoing, sociable and proactive person I like doing fun things such as going to gigs, pubs, theatre, dancing and dine out with friends. My other interests include nature, architecture, travel, DIY and bird watching.