**Chris Freeman**

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**IT Professional**

**IT Management - Service Management – Agile Practitioner**

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| **Agile PMO Cert**  **Agile Tools Administrator**  **15 years Technical Troubleshooting**  **ITSM Process Flow Design**  **Office 365 / Azure Administrator**  **Servant Leader**  **ITIL Practitioner**  **Digital Transformation** | A technically-skilled IT professional with over 15 years of experience developing, implementing, and managing IT services.  Proven success in implementing strategy, infrastructure management, process development and developing successful and effective teams.  Practiced relationship builder dedicated to establishing reliable and cost-effective systems that meet stakeholders’ requirements driving cost-savings, performance, and quality improvements, thus enabling organisations to meet business objectives.  Respected leader of customer-focused teams as well as instilling an enthusiastic commitment to customer service as a key driver for company’s goal attainment. |

**CAREER ACCOMPLISHMENTS**

* Implemented an effective Change Management Process effectively driving down unnecessary outages.
* Headed large-scale asset management process for multi-site law firm going through Administration.
* Experienced in Numerous Digital Transformation Projects Migrating Customers into Cloud Environments .
* Built a team of Effective Engineers to support the companies MSP Contracts and implemented a light Agile structure using Scrum and Kanban to drive rapid delivery.
* Revitalised project Management processes and designed new ITSM tool using ITIL standards and ITIL methodology.
* Created and Built Strong/Trusting relationships throughout my career with Clients and Suppliers analysing, identifying and driving Service Improvements

**Professional Experience**

**SOFTWARE CLOUD LIMITED ⎯** Leeds, UK 2016-Present

**Cloud Services Implementation Manager,** 2018-Present

As a member of the company’s technical leadership team, I hold significant responsibility within Billing, Client relationship, critical product licencing as well as working within a Dev Ops team to deliver complex projects. I have significantly improved the transparency of our processes, reduced outages and blockers through the successful implementation of a robust Change Management System and a light Agile framework. This role is hugely varied and crosses many operations including the administration of an Azure, Citrix environment, finance, and team building optimisation.

* Implemented a light ‘Agile’ working environment focused on delivering new Products efficiently and improving the efficiency of delivery and improving products and services iteratively. Developed tools such as Trello and confluence in order to support sprints and improve transparency of Project health. Was the teams Scrum Master.
* Part of the technical leadership team designing new Products and Services within Microsoft Azure and building value within the Microsoft Office 365 Application stack as well as Citrix Cloud and a specific SAAS solution.
* Implemented and responsible for introducing a successful 'Change Management' Process into the business, running the change meetings both with external and internal representatives.
* Involved with contract negotiations and understanding new product requirements from our Clients. Translating these requirements to the Dev Ops team to build out / Support.
* Conducted regular Service review meetings and identified service improvements which were then driven through change tasks with the dev ops team.

**SOFTWARE CLOUD LIMITED ⎯** Leeds, UK 2017-2018

**Service Manager**

Moved into a leadership role responsible for building out the Support and Service Operation of the MSP. Developing a team of four technicians using a Dev Ops framework. Lead the development of company culture and/environment where innovation and service of cutting-edge technologies, such as Azure could thrive. The major part of the role was Client Management. Measuring and responsible for contracted SLA and OLA and conducting Service Management Meetings in order to evaluate the quality of our Services.

* Built a technical team of inter-dependent individuals who supported our customer's technical estate the highest of standards
* Responsible for Company Policy and Processes to Service Client based on ITIL fundamentals.
* Created Strong/Trusting relationships with suppliers as well as internal and external customers.
* Delivered Service reports and organised regular Service Meetings, identifying areas of improvement within our Services and products.
* SLA/OLA management, reporting, implementation of ITIL standards of Service Delivery.
* Delivered Service transition to support Digital Transformation of clients businesses.

**SOFTWARE CLOUD LIMITED ⎯** Leeds, UK 2016-2017

**Support Manager**

Delivered strategic direction to develop and improve company’s current client base from the first line to 3rd line support. Established and used Windows Terminal Service’ and Citrix cloud optimising Microsoft Azure. Co-ordinated and attended all service management meetings to develop team and culture growth through close collaboration with clients and true understanding of quality

* Designed and implemented VOIP telephone system, installed ITSM tool based on ITIL methodology, as well as settled CMDB and Asset Management.
* Fostered and improved productive rapport with clients, 3rd party vendors, suppliers, and internal/external customers to gain maximum business profit.
* Planned and measured large-scale asset management process for large multi-site law firm Client.

**Parabis Management ⎯** Leeds, UK 2014-2016

**Configuration Analyst**

Implemented, managed and led IT process and standards for companies CMDB across it’s estate. Addressed and solved any technical issues that might arise as well as developed tools to remotely manage and build endpoints across a multi- locational business.

* Conducted initial design and analysis for enforcement of group intranet using SharePoint 2013 to define and deploy operational requirements and system goals.
* Directed the development and implementation of WDS Server and creation of gold images from Microsoft for network-based installation of Windows operating systems.
* Instigated the companies CMDB and designed a client’s offsite Disaster Recovery Solution to mitigate risk.
* Led the implementation of an HP Thin Client management solution (HPDM) over numerous sites in order to manage thin client estate with Approx. 1000 devices.
* Increased high-level customer service satisfaction rate through close collaboration with third parties,

*Additional experience Service Desk Analyst at Parabis Management; Desktop Support Technician at Chemdry UK Ltd; IT Consultant, Support & Website Creation, ICE Hospitality Management Limited; Migration Team Senior Analyst-PTP Project (Contract); Migration SAN Project Assistant Lead; Migration Server Project Lead; Migration Analyst Citimark Project; and Migration Analyst Business Support at HBOS PLC*

**TECHNICAL PROFICIENCIES Highlights**

Azure/Office 365 licencing/purchasing/Administration. Citrix XenApp and XenDesktop 7.6. Service Design and Implementation. Citrix Cloud configure and Administration. Anti-Virus Solutions including, Cylance, Symantec. MS Office software up to recent 2016. Mobile Device management via various software tools. Microsoft Intune. Experienced Microsoft Systems Engineer (2008r2, 2012r2, 2016). Network Admin/Support, DNS, WINS, TCP/IP, VPN, Apple MAC OSX. Meraki Wireless solutions Administration, Purchase and Installation. Freshdesk, Freshservice ITSM Design, Implementation and Administration. SharePoint 2010 and 2013 Online experience including design maintenance. Terminal Server, SAN, Novell, Lotus Notes, RDP Gateway Services, Windows CE. Proxy tools including Mimecast, Webroot, Zscaler design, Support and Implementation. Exchange Server 5.5, Exchange 2010,2012,2016 Online Support, Email, Security Administration. Active Directory Administration including Azure AD, AD Connect. Operating systems – DOS, Windows 3.0 – XP, Vista, Windows 7, Windows 8, 8.1, Windows 10. Windows embedded. Q-Test.

**Education and Certifications**

MICROSOFT PARTNER UNIVERSITY, OnLine

**Office 365 Cloud Solution Provider (MPN15824), Windows 10 Learning Series**

YORK UNIVERSITY, Home Study

**Master of Science in Innovation, Leadership and Management**

DE MONTFORT UNIVERSITY, Leicester UK

**Bachelor of Arts (Hons.), Theatre and Media**

QA LEEDS, UK

**Step up to Management,**

Garforth Comprehensive School, Leeds UK

8 GCSE and 3 Alevels

**Certifications:**

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| * Agile PMO Foundation | * ITIL v3 Foundation |
| * Managing App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6 | * Prince 2 Foundation |