**Saj Aziz**

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**SUMMARY**

Self-motivated, customer focused Service Delivery Manager/Project Manager, with 12+ years IT experience in financial services/banking, leading a series of new change and improvement projects backed with years of team management experience. Excellent communication and team management skills.

Successful manager of a unique IT Desktop Technical department with strong IT focus with completion of projects on time and within budget. Currently an IT Service Manager working in a pressured, high profile senior management position, managing the provision of projects to remove IT obsolescence.

**CAREER HISTORY**

**computacenterSantander UK Bank**

**Service Delivery/Project Manager (Contract) Jan 2009 - Present**

* Managing multiple continuous improvement projects on behalf of the bank in partnership with Computacenter. Frequently dealing with senior business managers and third parties to ensure all the respective teams are engaged where/when required to deliver improvement projects across various different areas within the bank.
* Ensuring that risk within the project team is effectively managed and that all FCA and other regulatory requirements are met.
* Business focused Project role which involved extensive client liaison therefore customer relationship management was a must.
* Working closely with all divisions of the business to ensure delivery of projects and programmes to agreed criteria of cost, time and quality, highlighting risks and issues for escalation.
* Responsible for the definition and implementation of processes, documentation and tools to gather the internal or external client's requirements effectively in order to deliver projects smoothly, own and run project reviews, ensuring lessons learned and best practices are absorbed and integrated into business and project processes.
* Working within a development and support environment making use of AGILE principles to deliver large projects.

**Lloyds Bank**

**Lead Support North (Contract) June 2007- Dec 2008**

* Working for an outsourced company Fujitsu - Managing Third Party supplied on-site technical support resources across the UK on a desktop rollout project.
* Taking ownership of escalations through to resolution from the business areas and local resolver groups.
* Cascade information and processes, maintain resource plans, consolidate team reports
* Cross train engineers for rollout/migration work
* Coordinate and manage engineering resource workloads to ensure customer agreed dates for delivery were being met ensuring project was delivered on time.
* Act as the primary point of contact for escalations for both the customers and all field engineers on site

**computacenter Computacenter UK Ltd**

**Lead/Technical Support (Contract) Aug 2006 – June 2007**

* Providing direction and support for a team of 10 to 15 staff across the north on a rollout/migration project.
* Exchange/Outlook and Active Directory support lead
* Technical lead for installation and configuration of VPN secure remote access RAS, in both desktop and PDA environment.
* Regular meetings with field staff and project teams to measure risks and impacts to service

**EDUCATION AND QUALIFICATIONS**

Leeds Metropolitan University BSc Honours Computer Science 1994 – 1998 Bolton Institute of Higher Education HNC Computing 1992 – 1994 Grange 7 GCSE’s

**COURSES ATTENDED**

PRINCE 2 – Foundation 2007

Pre-Installing and Deploying MS Windows 2000 2000

Installing and Configuring Windows 2000 File, Print and Web Server

Administering Microsoft Windows NT

Systems Administration – UNIX

MFG/PRO Management

SQL – Query Reports

Troubleshooting, Maintaining and Upgrading PC’s

MCPWindows 2000 Professional 2000

Designing Microsoft Windows 2000 Network Infrastructure

Designing Microsoft Windows 2000 Directory Services Infrastructure

MCSE Microsoft Windows NT 1998

**PERSONAL DETAILS**

**Interests:** Martial Arts, Swimming.

**REFERENCES**

Available on request