**CURRICULM VITAE**

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**Personal Statement**

A confident, well motivated, outgoing person who takes responsibility for both self and others during team situations. Possessing excellent management and IT skills with over 21 years’ experience in the industry with the ability to work with the minimum of supervision. Ability to use own initiative, and communicate well at all levels with ease and confidence. Having a proven ability to lead by example, consistently hit targets, improve best practices and organise time efficiently.

**Employment**

Apr 2019 – RBS (Discovery Project Analyst)

Present Packington Hill, Kegworth, Derby, DE74 2GF

* Managing the end to end data discovery and delivery process, involving the identification, retrieval, management and delivery of complex data sets in Legal, Regulatory, Investigative, Conduct, Risk and HR cases.
* Translate DRS requests into sensitive data request forms.
* Manage the triage, data identification and retrieval process; follows DRS team control processes including quality assurance and chain of custody delivery methods.
* Deliver data to requestors and drive customer satisfaction through listening to feedback and providing great communication and service.
* Sourcing data, either by directly accessing data repositories or requesting the data from external teams/vendors.
* Extracting data from multiple corporate data sources, such as Bloomberg, Reuters, Lotus Notes.
* Working proactively with technical teams that are responsible for sourcing data to ensure published ETAs are met. Raising requests to data suppliers, and following up with any request related queries.
* Collaborating with multiple data hosting and processing companies, such as TDS, Iron Mountain and FTI, with excellent industry knowledge of data storage and destruction protocols.
* Regular liaison with stakeholders to interpret business requirements, communicate case progress updates, provide support for previously extracted data, and to manage customer expectations.
* Ensuring data extraction, quality assurance, encryption and delivery of data will be in line with team processes, to ensure a legally defensible, traceable chain of custody for all data sets in line with eDiscovery best practice.

Nov 2018 **- RBS** (Quality Assurance Analyst)

Apr 2019 Packington Hill, Kegworth, Derby, DE74 2GF

* Performs QA and audit duties; works proactively with the delivery team and the case management team; ensures all processes have been followed; checks data integrity; validates request approvals; works with extreme accuracy and attention to detail.
* Competent using E-Discovery to search for data and extract it.
* Ensuring that data delivered to requestors has followed all DRS agreed processes and is approved, accurate and representative of the criteria specified by the requestor; especially important in cases owned by Legal, Regulatory and Investigations teams where data is often relied upon in court. Perform quality assurance checks on a wide range of data types.
* Sampling delivery data to ensure that search criteria are identified in the data. Reporting any findings to the contrary to the delivery team.
* Completing information on the unique case data tracker, to ensure DRS have an accurate representation of data sizes and delivery dates; updating Excel pivot tables.
* Manage the production of a delivery report, to be emailed to the requestor.

June 2017 - **RBS** (2nd line Project Support)

Nov 2018 Packington Hill, Kegworth, Derby, DE74 2GF

* 2nd Line support for RBS working on a project migrating 8000 users from FM to Europa platform. Resolving any post migration issues ranging from new hardware thin client queries, logon, profile, email, mobile, remote access and application queries.
* Teller Cash Recycler Hardware. Proactively monitor and maintain Natwest and RBS retail branch TCR hardware faults through to resolution. Weekly and monthly SLA and MI reporting and analysis.
* Blackberry Enterprise Server - Supporting new and existing customer in the setup and support of BES applications on mobile devices which includes:   
  • Sign on issues and activation issues (Blackberry Enterprise Server Console).   
  • IOS, Android and Blackberry mobile issues.   
  • Platform upgrades and migration issues.
* Workplace by Facebook - Providing operational and technical system support for Workplace by Facebook   
  • Single Sign on issues (Active Directory and Facebook Administration Console).  
  • IOS, Android and Blackberry mobile issues, site governance, user administration, report analysis.  
  • Stakeholder management and engagement & root cause problem solving.  
  • Root cause problem solving.
* Troubleshooting Microsoft Office/Exchange 2003 & 2010 / Outlook 2003 & 2010.
* Active Directory & Powershell skills.
* Corporate mobility solutions - Blackberry/Blackberry work & Blackberry Access
* Remote troubleshooting experience & knowledge in operating systems - Windows XP/7/8/10.

Jan 2013 - **Fujitsu (**Team Leader – Technical Support Desk)

June 2017 Wakefield House, Borough road, Wakefield, WF1 1XU

* Produce weekly reports for team, based on performance and KPI’s. Monitor progress of individuals with proven track record of enhancing their technical skills to produce a significant cost saving to the company. Analyse failures ensuring that individuals are advised of any issues in 1 to 1 meetings which are carried out monthly.
* Ensure that leave guidelines are not breached to ensure sufficient resource is available each day. Manage and update skills matrix to ensure flexibility and contingency plans in place.
* Understanding the cost per call and aiming to reduce it, communicates this to the teams
* Analyse statistical data and ensure individuals are hitting their target of 10% clear by phone or above and diagnose at least 4 calls an hour. Own issues and escalations to satisfaction making sure no outstanding issues are left without action plan before going on breaks or leaving for the day.
* Hosting weekly communication cells where data is analysed with team and any concerns noted with the cause and countermeasures needed to resolve issue.
* Train new staff and host potential new business clientele.

Sep 2002-  **Fujitsu/Siemens** (Technical Support Specialist)

Jan 2013 Europa View, Sheffield Business Park, Sheffield, South Yorkshire, S9 1XH

* Provision of first and second line technical assistance to a number of high profile clients in particular RBS, but also Marks and Spencer, H&M, Halfords and many others.
* Providing Fault resolution for Fujitsu, Dell, IBM, Compaq, Hewlett Packard, Lexmark are just a few of the hardware products that are covered on the contract.
* Making sure calls are kept within their SLA (Service Level Agreement).
* Vetting calls for parts and ensuring they are sent to site, or direct to field engineers, with the aim to achieve a first time fix, without the need for the call to be interrupted for more parts.
* Offering support to other members of the team when they require specialist advice.
* Partake and host in a weekly communications cell where statistical performance data is analysed.

Nov 2001- **Siemens** (1st Line ATM Support)

Sep 20023rd Floor, Fountain Precinct, Balm Green, Sheffield, South Yorkshire, S1 2JA

* 1st line support to the Lloyds TSB ATM network, comprising of over 3000 ATM machines installed in more than 2000 Branches nationwide.Call handling via Windows NT, using fault logging software (OSMQ and Perle) to keep within the agreed service levels.
* Fault diagnosis and resolution for NCR, IBM and Siemens, Wincor or ATM/EPOS equipment. Ordering and ensuring delivery of replacement parts for ATM’s. Allocating fault calls to field engineers. Attending engineer calls to gain experience on fixing the hardware faults.

Jan 2001 - **IBM** (Technical Support Specialist)

Sep 200111, Albion Street, Leeds LS1 5EU

* Support Arcadia retail stores in terms of Software Release, EPOS systems, server builds, till builds, and hardware problems. Helpdesk citrix winframe support at first/second line level.

**Education & Qualifications**

2012HP Expert ONE certification

Pass

ITIL Foundation Level Course

Pass

1998 - 2000 Sheffield Hallam University **(**HND Business Information Technology)

Overall HND Grade = Merit

1997 – 1998 University of Derby(BA/BSc Computer Studies)

1st year Grades available upon request

1994 – 1997 Chesterfield College

BTEC GNVQ Information Technology Advanced (Merit Overall)

BTEC First Diploma Information Technology Applications(Merit Overall)

1989 – 1994 St Mary’s High SchoolNewbold, Chesterfield

9 GCSE’s.

**References**

References can be supplied upon request.