Jason Crooke

Location: Leeds

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# PERSONAL PROFILE

I am a highly motivated I.T service delivery manager with over seven years’ management experience. I have excellent organisational skills and strong project management skills which enable me to consistently deliver high quality projects within tight deadlines. I have strong problem solving skills and a high level of ownership which means that I regularly resolve issues outside usual working hours. I have excellent communication skills, which enable me to engage stakeholders as well as manage vendors and suppliers.

# KEY SKILLS

**Leadership**. Developing and leading high performing teams, managing service desks following ITIL guidelines

**Project Management**. Leading IT projects through the full project management life-cycle to successful delivery

**Stakeholder Engagement.** Providing expert IT advice and explaining technical concepts in simple language

**Incident, Problem and Change Management.** Implementing new ITIL processes and managing resolutions

**Analysis**. Conducting root cause analysis, continually improving processes to prevent issues from reoccurring

# EMPLOYMENT HISTORY

**Information Technology Manager, Lima Networks, Leeds August 2013 - Date**

* Leading a team of up to six employees, including recruitment, training, performance management, and coaching employees to develop their skills and experience.
* Managing the IT helpdesk, ensuring incidents and service requests are fulfilled within agreed SLAs and providing IT support throughout the company.
* Developing close working relationships with stakeholders, influencing IT strategy, explaining new technologies, and providing project updates using non-technical language.
* Managing relationships with suppliers and developers on upgrade projects and whilst resolving incidents.
* Developing, implementing and managing new processes for formal service requests, change, capacity and release management in line with ITIL guidelines. Analysing processes and driving continuous process improvement.
* Managing IT projects through the full project management lifecycle, including office relocations, Office 365 migrations and virtualisation projects. Delivering high quality projects within tight deadlines.
* Preparing service reports, presenting service updates during meetings, ensuring complex systems are highly available, monitored and reported against and that all help desk calls are correctly logged.
* Improving security by introducing privileged access to server rooms and patching cupboards, introducing regular patches and scheduled maintenance to 53 servers.

Key Achievements

* Extending support services to acquired business and providing much improved I.T service.
* Migrating applications and core services to Microsoft Azure platform.
* Successfully migrating 22 production applications and services to supported operating systems.
* Winning a Team Employee of the Month awards after being nominated for providing excellent service.
* Improving uptime and reliability from 80% - 99% by conducting root cause analysis, investigating problem tickets, and introducing new processes to drive issue resolution and to prevent issues from reoccurring.
* Improving service by creating new SLAs and KPIs, significantly improving incident logging and resolution.

**Lead IT Engineer, Custom Micros, Wakefield January 2011 – August 2013**

* Providing IT support, including release management and infrastructure upgrades for a family-run managed service provider.
* Developing close working relationships with clients, liaising with clients to understand issues, prioritising issues and making appointments for an Engineer to visit to resolve their issues.
* Visiting clients throughout Yorkshire to resolve issues with PCs and Servers and working alongside third-party vendors to complete upgrades.
* Managing a small team, including training, coaching and managing their day to day performance.

Key Achievements

* Managing a successful migration projects throughout the full project lifecycle to migrate businesses away from unsupported platforms to hosted solutions.
* Creating a highly available service cluster handling requests from the Police for medical staff to visit prisons.

**IT Contractor, Leeds and York January 2010 – December 2010**

* Working on two projects for a local College including a site move, which involved identifying the required equipment, relocating equipment and decommissioning old kit, requiring extensive planning.
* Led a team of up to four employees deploying replacement hardware across multiple educational sites within challenging deadlines. Liaising closely with users whilst providing desktop support.

**IT Administrator, Etherington Air Conditioning Ltd, Leeds March 2001 – December 2009**

* Providing IT support in a stand-alone role, reporting directly to the management team.
* Leading small teams seconded to IT to assist with infrastructure projects.

Key Achievements

* Designed and implemented a mobile solution which significantly improved onsite Engineer’s productivity and profitability, by sending the Engineer new job details and collating the paperwork electronically.
* Introduced a disaster recovery plan and proactive maintenance schedules which improved availability.
* Set up a new satellite office for a new Leeds City College campus, which involved project managing the entire project from planning to delivery.

**Electrical Engineer / Team Leader 1988 – 2000**

* Completing commercial electrical installation projects throughout the UK, working as part of a small team.

# QUALIFICATIONS

* ITIL Foundation - IT Service Management
* NetApp Certified Data Administrator
* Logic Monitor Certified Professional
* Microsoft Deployment Specialist
* Microsoft Certified Professional

# RELEVANT PRODUCT EXPERIENCE

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| --- | --- |
| Authentication: | Active Directory, Azure Active Directory |
| Virtualisation: | Hyper VMware Esxi, vCenter, Microsoft Azure |
| Hardware: | DELL, HP, Cisco Meraki |
| Networking: | DHCP, DNS, VPN, VLans, Cisco Meraki |
| Security: | Sophos Endpoint Protection, Sophos Web Protection, Clearswift, Alien Vault, Symantec Security |
| Operating systems: | Windows Server 2000 through 2016, Windows 2000, XP, 7, 8, 10. Apple iOS, Mac OS X |
| Applications: | Citrix Xen App, Citrix Xen Mobile, Advisor Office, Virtual Cabinet, Microsoft Office 365, Exchange Server 2010, 2013, 2016, Microsoft Office |
| Storage systems: | Netapp 7 Mode, Netapp cDOT |

# INTERESTS

I enjoy spending time with my three teenage children, completing home improvements and DIY.

Excellent references are available upon request