**Terence Tomlinson**

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**Personal Profile**

A client facing IT professional with over 32 years experience in the IT and IT Service industry.

I have acquired wide-ranging technical and none-technical trouble shooting expertise with proven interpersonal skills. I can be relied upon to maintain and develop effective working relationships.

I am accustomed to working under pressure and I have a strong sense of ownership and accountability. I have an energetic and enthusiastic outlook and enjoy a challenge and achieving personal goals.

**Product Knowledge**

Outlook, Lotus Notes & Sametime. AT&T, Zoom, Webex, Think40. Trello.

CA-Advanced Helpdesk, Axios Assyst, IBM Maximo, Service Now.

Radia, SCCM, SESDR,TAD4D, Bigfix, Bravo/Trails, Active Directory.

Microsoft Office Word/Excel 2013 / 2010 / 2007/ 2003. Adobe Acrobat, Crystal reports, Oracle

PC Duo, Windows 7/2000/10, Business objects, Citrix, Internet Explorer, Novell, Windows 7 desktops 98/2K, Windows, NT4 Workstation, Mainframe, Unix.

**Career History**

**IBM (DEFRA Account) Dec 2012 – March 2019 - IT Installations and Asset Manager**

**Responsibilities**

* Managed Requests/Incidents stack for the 5 main business areas on the Defra Account.
* Managed Assets Make/models, Locations, Business areas, and users in 2 data bases.
* Updated Maximo/Service Now databases via Manual Updates and Bulk Uploads.
* Manage assets throughout their lifecycle, from requirements through retirement.
* Managed the disposal of redundant assets with Desk side support and outside contractors.
* Managed any assets for Projects and Office Moves.
* Monitor the overall health of the database environment.
* Performed Periodic Audits of Desktops and Notebooks
* Produced weekly/Monthly/Quarterly/Annual Management reports.
* Was highly involved in SW Asset Management audits and compliance checks/tasks.

**IBM (SDG account) July 2010 – Nov 2012 - IT Installations and Asset Manager**

**Responsibilities**

* TUPEd from Shop Direct Group continuing previous role as BAU.
* Significantly contributing to Transition and Transformation stages in the IBM contract.
* Collected, collated and analysed data for the Server environment for the SESDR baselines.
* Managed 3 Wall to Wall audits for business areas to establish the accuracy of the database and for the Baselines.
* Performed analysis and comparison of the data from the W2W audits with the databases Radia and SCCM Updating the database with findings in order to provide an accurate baseline dataset to be transferred into the new IBM toolset.

**SDG - May 2005 – July 2010 - IT Installations and Asset Manager**

**Responsibilities**

* Interrogate Procurement and Supplier systems for new assets purchased.
* Add assets to database ensuring PO numbers are recorded against them.
* Issue an Add and deletes to maintenance as required.
* Establish from audit and Service Request Redundant Assetsthat surplus to requirements or not within Specification.
* Return to stock any assets that are unused.
* Arrange disposal of assets with Disposal Company arranging dates and times.
* Process the disposal manifest – Updating accordingly on the database.
* Submit a Delete from maintenance on Assyst.
* Change Requests manage workflow for asset changes generated from the Change Requests process and review Change request and update database.
* Manage Leavers process received in XL format from Computer Security, store spreadsheet for MI records.
* Monitor discrepancies raised by the Service desk for Assets that cannot be found on the Database and action by adding or deleting from the baseline
* Manage Asset Sales on an Adhoc basis.
* Covers with Projects for 10 or more assets requests evaluating Specifications and software requirements.
* Manage Installations through the Service Request process.
* Manage Disposals through the Service Request process
* Control Moves managed through the Service Request, Project and Audit.
* Regular database reconciliation from the Radia and SCCM and perform corrective actions
* Assist in the New WIN7 environment roll out
* Perform periodic Audits after site closures or departmental move.
* Manage lease agreements records on the database monitoring Start/ End dates.
* Monitor and correcting any maintenance issues that arise.

**SDG – Nov 1999 – April 2005 - IT Service Desk - Team Leader**

**Responsibilities**

* Managed the continuing development of a consistently high performing Service Desk & Incident management team.
* The design and delivery of continuous improvement programs, including process re-engineering, in support of the company’s changing infrastructure and its rapid drive for online achievement.
* Maintained a proficient technical knowledge of IS infrastructure, application development and desktop enhancements to support the present and future needs of the business.
* Assisted in the merge of the former Littlewoods and Shop Direct IT Service Desks.
* Create, successfully implement & regularly review both balanced staff objectives and sustainable department objectives in line with company targets.
* Regularly engage customers at all levels to build and maintain effective relationships within the company ethos of ‘putting the customer 1st’.
* Service acceptance reviews and the facilitation of project meetings to ensure a comprehensive knowledge transfer of new support arrangements.
* Periodic generation of Management Information report ongoing achievements and service levels.
* Succession planning of subordinate team members and their subsequent team leads. Including staff coaching and tailored development of all staff to support their personal growth and enhance employee contributions.
* Provided the correct feeds into Problem Management, Change Management & Client Services enabling a completely integrated approach to IT Management Services.
* Day-to-day supervision of the IT Service Desk. Including effective call management, SLA compliance and a high standard of incident management
* Introduced the Appraisal system to the Service desk and wrote the objectives and Role Profiles.

**GUS – July 1996 – Oct 1999 - IT Service Desk Analyst – Senior Analyst**

**Responsibilities**

* Major Incident Management. In a small dedicated team of senior analysts, high impacting incidents were provided with immediate focus and escalation, both in and out of hours.
* Gave support and technical advice to the Service Desk analysts and trainees.
* Acted as escalation point to take ownership and manage through to resolution, any issues which cannot be resolved 1st point of contact, ensuring SLA is achieved.
* Communicated significant IT failures to director level, providing timely updates and resolve estimates.
* Issued regular email updates on significant IT failures to the relevant business areas throughout the company.

**GUS – Apr 1990 – June 1996 - IT Service Desk Analyst – Analyst**

**Responsibilities**

* Supported a 5000+ user base at over 200 locations.
* Managed as a team in excess of 1000 hardware, software and infrastructure related incidents a day from all areas of the business.
* Achieved outstanding FTF rate whilst maintaining a high level of customer support.

**WAE (Great Universal Stores) Apr 1987 – March 1990 – WAE Logistics Analyst**

* Delivery Route Planning
* Returns

**Education and Training**

* GCSE’s: English, Math’s, Geography, History and Commerce/Business studies.
* ISEB/EXIN Foundation certification in IT Service Management (ITIL)
* Management training (Coaching for Performance)
* Management training (Managing Change)
* Management training (Managing in stressful times)
* Management training (Performance Management)
* Agile Fundamentals.

**Additional Information**

Enjoy time with friends and family especially my new Granddaughter.

Walking activities and travelling in UK and abroad.

**References**

Available on request.