# **Richard G Seddon**

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**Profile:**

Over 25 years management experience predominantly with the domain of Service Management. Has managed and implemented global support models across all times zones. Established and managed support for new IT services with 3rd party supplier around the globe to ensure follow the sun 24/7 support. Managed the delivery of IT services for more than 56,000 users. Direct line management of up to 11 senior service delivery specialists. Has lectured major blue-chip management teams to help achieve ITIL expert status which was delivered in multiple languages around the globe. Trained at Henley management school and achieved coaching status. Highly emotionally intelligent individual who worked hand on in multiple technical domains and all levels of support prior to entering management position.

## **Skills:**

*Professional* ITILv3 Expert, ISEB accredited lecturer for ITIL Service Management qualifications, ITIL Service Management red badge holder v2, ITIL Foundation v2 & 3, ITIL Practitioner (Service Desk & Incident Management, Problem Management, Service Level Management, Configuration Management, IT Service Continuity Management, Capacity Management) ISEB Certificate in Information Security Management Principles

*Soft Skills*: Part qualified IPD (HR Management), TAP trainer, Prince II project methodology, Running Success Development Workshops, Time Management, Team Building, Target Setting, Mentoring, Key Presentation skills, Interview Techniques, Negotiation Skills, Motivating the unmotivated, Appraisal Skills, Disciplinary Procedures, Employment Law, Managing multicultural Teams, Customer Excellence, Telephone Skills, Dealing with difficult clients

*IT related:* Novel Fundamentals, Essbase Fundamentals, SQL 7 Administration, Oracle 8 Administration, Essbase Admin, Unix Administration, NT Administrator, Notes Administration, Advanced networking, Novell Admin

**Career History:**

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| **Self Employed** | **Mellowdew House** | **Feb 2018 - Present** |

* Running a high tech boutique guest house
* Offering residential intensive training and education sessions in multiple languages

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| **ICore** | **Service Delivery Manger/Service Management Consultant** | **Aug 2017 – Feb 2018** |

* Managing a team of over 11 staff supporting over 70,000 users in a global l ITIL environment.
* Managing 1st 2nd 3rd line, incident manager, technical support team leader across Managing Asia Pac, EMEA, UK, Latin America.
* Implementing policy, process and procedure for global implementation of service management through the group.
* Role based in France at Royal Canin HQ
* Global Head of Request Fulfilment
* Implementation of ServiceNow
* Service assurance manager
* Training delivery
* Creation of on-line video help

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| **Rentalcars.com** | **Service Delivery Manager/Head of Service Management** | **Sep 2015 – April 2017** |

* Implemented agile service management for the infrastructure teams
* Ran workshops with business stakeholders to identify key stages in the customer journey as the first steps of an Agile deployment for the development teams
* Mentored Agile coaches
* Moved from waterfall deployment to agile deployment of releases
* Implement Service Desk and associated tooling
* Staff development for desktop and service desk
* Design and implementation of incident management, problem management & capacity management disciplines
* SLA definition, implementation of regular internal service reviews and establishing appropriate governance frameworks
* Provide expert advice and guidance to support service operations
* Ensuring that the outsourced sub-contractor businesses and own staff are singularly focused on meeting SLAs and Customer Satisfaction scoring objectives
* Incident and problem analysis and the creation of reports to drive remedial actions and CSI activities
* Establish strong working relationships with product owners, technical manager, users and key stakeholders to ensure that Services are being managed holistically
* Manage and oversea service integrations for new and emerging services
* Reporting to the CIO

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| **Freelance** | **Service Management Consultant** | **Nov 2012 – Sep 2015** |

* Various assignment including Service Transition activities at EdenHouse to transition premier foods and Hovis SAP support to them as the outsourcer
* Service Delivery at CDL
* Freelance ITIL and COBIT lecturer

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| **Accenture** | **Service Excellence Consultant** | **Oct 2010 – Nov 2012** |

* Tower lead for Service Management for Thomas Cook bid
* Subject matter expert for ITIL v3 and Cobit
* RBS Support model lead for global deployment of collaboration tools
* Service Owner on the AstraZeneca account
  + Responsible for the build and deployment of a high quality support model within 3 months (normally should be 9 to 12 months) for highly critical infrastructure to support AZ European finance and manufacturing.
  + Managed a complex team of 34 resources, 4 who operate managerial roles (SDM, Operations Manager, and 2 Service Managers), 6 full time technical staff (2 AIX, 2 WinTel, 2 SAN), 6 contingency technical resources (2 AIX, 2 WinTel, 2 SAN) 8 contractor field engineers, 2 monitoring tool support staff, 5 ops bridge staff across multiple geographies.
  + Budgetary responsibility for circa $5m over 9 months
  + Accountable for adhering to SLAs for incidents, problems, and changes. In addition, Richard managed the take on of all EERP evolutions into operations mode. All delivered within budget and to 100% SLA targets

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| **Fox IT** | **Managing Consultant** | **Jan 09 – Oct 2010** |

* Lead Lecturer for ITIL/Service Management courses
* Managing consultant involved in the implementation of IT best practice for clients such as Nokia, and Microsoft
* Developed and implemented on-line training solution for ITILv3 best practice

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| **Fujitsu Services** | **Principle Consultant** | **Jun 07 – Jan 09** |

* Assignment have included:
  + Lead Consultant for Goodyear Dunlop in a baseline project to scope current IT services and provide a report on recommendations for possible outsourcing. The report was then used by Goodyear as the basis for an RFP to HP, IBM, Computacenter and Fujitsu.
  + Engagement Manager and coach for the RFP to Goodyear to enable successful multilingual and cross cultural work on the bid
  + Lead Consultant for the transformation project for Goodyear as a result of business being won.
  + TOTAL France – worked as lead Service Architect for the French business unit to ensure not only successful delivery of a conformant bid but also to ensure that all text was suited to a French market. Also revised several other bids for TOTAL to ensure exact translations were performed.
  + Allianz Germany – Service Architect for transformation and culture change management consultancy.
  + Allianz Global bid – Lead Service Architect
  + Post Office – General Management Consultancy and coaching for the re-structure to the account as a result of re-negotiations.
* One of the Fujitsu Management coaches as part of the Henley certification
* ITILv3 conformity consultancy for the EPG

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| **SYSOP, Service Management Consultancy** | **Senior Service Management Consultant & ISEB Lecturer** | **Oct 06 – Jun 07** |

* Main project involved: assisting Manchester based university on the implementation of ITIL culture and configuration management. Further project with Danish outsourcers in managing the Service Desk.
* Development of first ISEB approved Practitioners course in IT Service Continuity Management through expertise gained at Michelin.
* Successful delivery of a variety of foundation, practitioners and managers courses throughout Europe
* Developed Release & Control practitioners course
* Recognised & registered ISEB lecturer

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| **Michelin, Manchester** | **Head of IT and Security** | **Feb 03 – Oct 06** |

* Set up the Manchester based Michelin Company from scratch based around Service Management Disciplines. Starting with config, incident and problem management
* Successful Implementation of full Business Continuity Plans & IT Service Continuity in line with ITIL best practice.
* Implementation of effective Service Level Management to align IT with the a rapidly expanding and constantly changing new venture organisation.
* Successful implementation of European expenses system for 230 mobile employees
* Successful migration to XP of all 230 workstations under my responsibility, ensuring that all macros and databases were re-written and documented, complying to Michelin quality standards
* Successfully organised three major office expansions and increased infrastructure accordingly
* Successfully created and documented, from scratch, all policies and procedures for all IT & Security related matters for our new organisation.
* A key member in the successful transition of all IT finance systems of multiple companies across multiple countries and cultures as part of a €8.000.000 project.
* Reduced theft incidents to zero over a 6 month period by sourcing Ministry of Defence approved security blinds, installing a badge access security gate with perimeter fence. This was a £140k project that I managed to fund from European grants in collaboration with MIDAS (Manchester Inward Development Agency)
* Successfully designed and implemented a query tracking web based application to manage Accounts Payable queries from over 150,000 suppliers throughout Europe.
* Successfully implemented an End User education program to reduce the number of incidents to the Service Desk through IT manager’s surgeries and IT bite-size training sessions.
* Successful implementation, design and creation of Michelin entity intranet site, compliant to Michelin Quality Standards.
* Successfully implemented a paperless office solution by the sourcing and introduction of fax to mail and scanning solutions which reduced paper cost by £12k pa
* Successfully deployed encryption solution to all mobile laptop users.
* Successfully reduced overall IT costs by £10k through renegotiation of the service catalogue
* A key member in the successful outsourcing of IT infrastructure and services.
* Hierarchical and budgetary responsibility for the company IT department
* European Information Manager for Business Intelligence, Collaborative Tools and Shared Projects. Ultimately responsible for the formulation of business requirements and solution delivery for the European Finance division.

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| **GIO-ES Unilever, Ewloe** | **European Service Desk Manager** | **Jan 02 – Feb 03** |

* Hierarchical responsibility for an IT conformant European Service Desk covering 11 different languages and 56,000 end users throughout the Unilever Group
* Key member in the successful restructure of the service centre from Country based to Produced Line based support to align IT better with the business based on ITIL best practice.
* Successful implementation of Service Desk Contact which raised customer satisfaction survey results by 10%
* Successful implementation of web based end user surveys
* Successful implementation of environmental scorecards to assist in measuring motivational levels of employees within my area of responsibility.
* Successful implementation of Customer of the month scheme to align IT to the business and facilitate better understanding of business needs, requirements and priorities.
* Due to actual market situation and strategic orientation of the company successfully change managed the restructuring program to enable 40% Headcount Reduction while upholding quality and Service Level Standards.

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| **Peoples Choice insurance, Manchester** | **IT Manager** | **Aug 00 – Jan 02** |

* Initially employed as Helpdesk Manager and through successful implementation of Service Desk & Incident management, was rapidly promoted to IT manager to cover other areas of the business i.e. development.
* Subsequent establishment of Change & Release management was implemented
* Successfully implemented chat and e-mail integration to the call centre telephony system to enable real time response to web queries in collaboration with Rockwell
* Successful implementation of automated error trapping and reporting system to proactively address IT incidents before users become aware.
* Successfully deployed remote desktop management to optimise staff utilisation on the helpdesk.
* Hierarchical responsibility for a dual site virtual Service Desk
* Successfully implemented reporting suite and Service Level Management
* Successfully raised the perception of IT service provision through integrating IT staff into operational team meetings. This facilitated awareness of IT procedures and operational priorities.
* Successfully documented all helpdesk procedures from scratch
* Successfully re-engineered the helpdesk structure and defined clear areas of responsibility, job functions and hierarchical responsibilities of team members

## **Previous experience:**

**Team Leader – Hyperion European Technical Essbase Helpdesk**

**Contractor – Technical support (Various Contracts) for Shell and Subsidiary Companies on European Helpdesks**

**Secondary School Teacher – IT & Modern Languages**

## ***Education***

1995 - 1996 **Manchester Metropolitan University** 1989 - 1993 **Wolverhampton University**

Post Graduate Certificate in Education BA Modern Languages and Business Studies