**Barry Critchley**

St Helens

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**I have a professional, practical and organised approach to my work. I work well under pressure both as a leader and taking direction, working well on my own initiative. I am flexible in my approach to work and I am very happy to take on any necessary training in order to carry out my duties.**

**Completed first year of study towards my degree from the University of Derby in person centered counselling through South Cheshire College.**

**As a person who has first-hand experience of person centred caring services for a dependent, I have a wealth of experience in the care of vulnerable people.**

**Extensive experience**

|  |  |
| --- | --- |
| **Microsoft Office 2013** | **VMWare (Cloud Infrastructure)** |
| **Microsoft Office 365** | **Ericsson Telephony Solutions** |
| **Active Directory** | **Avaya Telephony Solutions** |
| **Atlassian/Vivadesk/Assyst/Manage Engine**  **Servicedesk tools** | **Wyse terminals** |
| **Citrix XenApps support** | **Citrix Desktop support** |
| **Person Centred Counselling** |  |

**POINTS / KEY ACHIEVEMENTS:**

* Customer focussed to provide exceptional customer service delivering the best possible outcome.
* Process and procedure driven, striving to develop standardised processes within teams allowing greater resource flexibility throughout businesses.
* Excellent Change Management skills, understanding the change journey and the importance of promoting positive movement to ensure smooth sustainable transitions within teams.
* Expert problem solver gaining an understanding of issues and coaching teams to reach solutions.
* Decisive and incisive making informed decisions where appropriate ensuring the best possible result.
* AwardedNetwork Rail’s highest accolade “Can do Will do” award for outstanding contribution in the delivery of a first class service centre.
* Ability to understand ideas quickly and practically apply within the confines of legislation.

**CAREER HISTORY:**

**Trak Global Telematics Solutions Systems Administrator**

**January 2019 – Present**

* First point of contact for system defects, analysing and assigning to resolver groups.
* Input of information to cross service providers.
* Ensuring all information is correct and evidenced when assigning to resolver groups.
* Management of third party system providers in meeting SLA’s.
* Providing reports to senior management on service performance.
* Scheduling of test and release of solutions to live systems.

**Carrot Insurance Solutions Claims and Risk manager**

**March 2017 – January2019**

* Registering detailed car insurance claims for young drivers.
* Empathetically understanding emotional young drivers who had been involved in road traffic accidents.
* Helping financially vulnerable young drivers with finance of their annual car insurance costs.
* Taking payments for Insurance premiums.
* Advising young drivers on how they can improve their driving skills.
* Understanding technical data, evidencing location data for Fault/Non-Fault claims.
* Communicating with parents on the poor driving scores of young drivers.

**Avios Ltd IT Servicedesk Transition support**

**(May 2016-December 2016)**

* Supporting the transition of IT Support services to 3rd party Service management provider
* Providing first line support to 750 IT business users
* Logging requests and queries submitted via telephone or IT Portal.
* Resolution of 1st line issues to agreed SLA's
* Account administration.
* Office 365 support
* Resolving Microsoft Outlook and Lotus Notes email issues

**Radius Payment Solutions IT Service Support Manager**

**(May 2014-November 2015)**

* Selection, procurement and configuration of an ITSM Servicedesk tool including self-service feature.
* Design and implementation of an IT Servicedesk including resource planning and recruitment of a team of Servicedesk/incident managers.
* Implementation of an incident management process providing end to end service of faults and requests through SLA’s to measure performance against realistic initial targets.
* Administration,organisation and management of a rapidly growing Avaya IP office 500v2 telephony solution covering UK, Ireland and 17 European offices. Maintaining availability during core business hours.
* Alignment of support services including infrastructure and development functions.
* Provision of support services to 17 remote European offices including ROI and 12 UK offices.
* Implementation of an IT procurement function improving ordering through 3rd party suppliers reducing

delivery times from two weeks to five days.

**Lancashire County Council 2013 Service Delivery Manager**

**AI Claims Solutions** – **Contract 2012 Service Level Manager**

**Network Rail 2005–2011 Project Manager**

**Network Rail (Track and Signalling provider) 2004-2011 Service Delivery Manager**

**Railtrack (Unisys Outsourced Service provider) 2000-2004 Team Leader**

**XKO Isle of Man 2000 Team Leader (3 Month Contract) Royal Liver Assurance 1999 Team Leader (6 Week Contract)**

**Littlewoods**   **1999 Team Leader (9 Month Contract)**

**Rail freight Distribution 1989-1998 Stores Supervisor**

**Royal Air Force 1982-1988 Senior Aircraftsmen**

**EDUCATION, TRAINING AND QUALIFICATIONS:**

Introduction to Counselling level 2

Person Centred Counselling Level 3

Prince2

ITIL Service Management

ITIL Practitioner Certified

ITIL Foundation Certified

Microsoft Outlook specialist

NVQ level 3 Microsoft Windows technology implementation

NVQ level 3 Microsoft Windows Office implementation

**INTERESTS:**

Rugby League

Rugby Union (Under 14’s through to Under 16’s Coach)

Darts

Cooking