**Dominic J Stenson**

Bury, Greater Manchester

[LinkedIn](https://www.linkedin.com/in/dominic-j-s-50a69638/) • 07502005719 • [dom.stenson@hotmail.com](mailto:dom.stenson@hotmail.com)

**Service Delivery Professional**

*Multifaceted technical career with a 14-year track record of delivering services*

Technically astute service delivery professional with a broad understanding of ITIL processes, including design customisation and implementation of measurable processes to meet business objectives. Collaborative working within cross-functional teams to meet the expected requirements for service levels and warranties, by using in-depth data capture and analysis. Confident presenting information to various levels of stakeholders and service operatives to guarantee enterprise-wide knowledge sharing and a uniform service introduction.

**AREAS OF EXPERTISE**

* IT Service Management
* Continuous Improvement
* Service Transition
* Presentation Skills
* Service Desk Management
* Cross Functional Co-Creation
* ITIL Principles
* Incident Management
* Service Design Coordination
* Operational Readiness
* Large Scale Deployments
* Service Level Management

**Professional Experience**

**Service Transition Analyst** (5/2018 – 10/2019) JD Sports Plc, Bury

*Technical Scope: Design all new and modified services prior to transition into the JD production environment, ensuring a service is fit for purpose and viable.*

Lead on service management and delivery activates to meet agreed SLA’s in place during early life support, including knowledge sharing, data analysis and continual improvement Capture architectural diagrams to create a roadmap for service design, set up service event monitoring and handover to Service Delivery Managers to allow future service reviews. Organise and facilitate meetings with peers and stakeholders, with ongoing management of the subsequent changes and tracking actions.

***Key Achievements:***

* Successfully converted extensive amounts of information and data into a comprehensive Service Design Pack that was largely used to input into the Service Catalogue and Knowledge Base.
* Increased pace of delivery and quality of data capture, which resulted in a happy technical writer and a timely Service Introduction to support prior to the go-live deadline.
* Conceptualised and implemented a new tool, designed to quantify service transition and introduction in a coordinated and transparent way.
* Combined ITIL, Agile and Lean methodologies to deliver value to the business from the service transition and service operations processes.
* Produced a 35-page transition pack to integrate JD Sports and Go Outdoors service desks and systems as part of a significant service transition/onboarding.
* Delivered a critical work stream by co-designing a warehouse crib sheet/service catalogue which included CI dependencies, SLA/OLA’s, function responsibility demarcation, vendor contact methods and escalation procedures.

**Digital & Technology Service Support Analyst,** (10/2016– 05/2018) Sainsbury’s, Manchester

*Technical Scope: Transition into service operations new in store handsets, driver handsets, revamped applications, IT and business processes.*

Project participant in the end-to-end transition of the solutions for 260 online grocery stores and 1000+ standard stores, encompassing 8000 instore handsets and 2000 delivery driver handsets. Applied the seven-step improvement process to capture information on improvement areas and create a roadmap to success. Coached first and second line analysts within service support on troubleshooting techniques and support procedures. Sought ideas to improve service delivery within a CSI register and adapted concepts around the existing ITIL framework. Built a log of Service Improvement Requests (SIRs) to enable decision making by Service Management on their implementation.

**Key Achievements:**

* Generated a significant increase in service availability for mobile devices in store and on the road, following critical mapping of support procedures.
* Educated a team of service support analysts on utilising solutions provided by new vendors, through manual creation involvement and knowledge sharing.
* Achieved a high standard of end user and service management satisfaction for service and product, despite a highly complex and widespread introduction.
* Led the quality assurance team to verify the standard and accuracy of incident and service request logs using the correct escalation or assignment procedure.
* Identified and resolved knowledge gaps and service issues by listening to call recordings, scoring analysts on set criteria and delivering training on how to improve.
* Enabled optimum improvements by delivering Service Improvement Requests (SIRs) and leading on the change of support analyst activities.

**D&T Service Desk Junior Analyst** (09/2014 – 10/2016) Sainsbury’s, Manchester

*Technical Scope: Deliver comprehensive service desk and technical support.*

Integral in a front line issue resolution role using the ITSM tool to log incidents. Communicated remotely with end users to attempt a first line fix or gather evidence for second or third line support.

**Key Achievements:**

* Championed an individual area to act as an SME and educate support teams on changes within service operations and the live environment.
* Delivered extensive troubleshooting of incidents, which resulted in year-on-year increase on first line response and fix rate.

**General Assistant** (03/2006 – 09/2014) Sainsbury’s, Manchester

Professional in the provision of exceptional customer service within a fast-paced environment, resolving various issues and answering queries. Adhered to set processes and best practice to guarantee satisfaction.

**Key Achievements:**

* Achieved a 100% rate in customer service satisfaction across the department and succeeded in impressing a mystery shopper.

**Education and Training**

BA (Hons) 2:1 Animal Behaviour (Analytical Science), Manchester Metropolitan University, 2010-2013

Access to Higher Education, Trafford College, 2009-2010

***Technical Certifications***

ITIL V4 Foundation (QA) – 80%, 2019

ITIL Service Transition (QA) – 80%, 2019

ITIL Practitioner (Self Study) – 75%, 2018

ITIL Foundation (Global Knowledge) – 82.5%, 2017

ITIL Service Design (Self Study) - In progress

Prince 2 Foundation (Self Study) – In Progress

VeriSM Foundation (Self Study) – In Progress