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| **Omar Sudhir Hussain**  **Address:** 131 Trinity Street, Huddersfield HD1 4DZ  Contact number:07736461198 Email: omarhussain@hotmail.com |

**Profile:**

I am a highly motivated and confident security cleared **Capacity, Configuration and Change Manager,** with a vast knowledge of business and IT processes within the **telecommunication** and **banking** sectors.

Excellent reputation and a proven track record of **delivering** and **facilitating** a diverse range of activities to a variety of customers using **Agile** and **ITIL** mythologies, building **strong relationships** through existing and new networks, **exceeding** goals by managing and prioritising workloads with appropriate levels of flexibility.

**Key Skills and Competencies:**

* **Change Management:** Continuously looking for improvements, planning for change providing resource and using data for evaluation. Monitor and mange resistance, assessing impact and mitigating risks, governing performance to enable the successful deliver of changes.
* **Stakeholder and People Management:** Proven ability to manage stakeholder relationships at all levels. Applying Product Owner and Scrum Master techniques to work with in-house and remote project teams to plan and delegate responsibilities with daily stand-ups.
* **Communication:** Proficient at communicating and active reporting to all levels of the organisation using verbal and written media, adapting content and language to meet the needs of the audience.
* **Problem, Issue and Risk Management:** Tenacious at problem solving, utilising all available resources to identify alternative options and solutions. Diagnosing issues using an analytical approach to manage and mitigate impact.

**Career History:**

**Vodafone Group Leeds**

**Capacity & Configuration Manager – IT Change 2016 – 2019**

* Reporting, analysing and facilitating a variety of configuration and capacity tasks within a project and BAU environment, collaborating with the customer to implement and deliver change projects with an excellent customer experience. Managing the life cycle of IT Assets whilst maintaining standards and policies.

**Main Duties**

* Working for secure government bodies, analysing and impact assessing the network infrastructure to produce detailed monthly and on demand reports, implementing change improvements based on my recommendations.
* Continue developing, maintaining and implementing improvements to new and existing applications and processes within an agile change environment.
* Implementing soft changes to the infrastructure, using applications such as VOSS 4 Unified Communication (VOSS4UC) and Cisco Unified Communications Manager (CUCM).
* Managing changes to the Configuration Items (CI’s) on the Configuration Management Data Base (CMDB), using BMC Remedy/ITSM and Atrium applications.
* Leading and continually developing application structures to manage changes in requirements to capture accurate detailed information.
* Driving cost saving by streamline existing processes, increasing efficiency.
* Participate in audits with customers from remote assistance to attendance on site.
* Act as a focal point for any change, configuration and capacity issues, working on Service Now/Tech Now to support the service desk, incident and problem management in resolving and future proofing issues.
* Encourage adherence of the agreed SLA’s with requirements of change, impact assess and manage risk to the business, whilst providing a great service without comprising the purpose of ITIL processes and SOX policies.
* Liaise directly with customers and build relationships to assist improvements and manage positive changes to the estate or process.
* Create process, design and training documents to provide adequate information to manage services.
* Working with external and third party contracts such as Daisy, BT and Computacenter to deliver requirements to a high standard.

**Change Manager – Process improvements Leeds 2014 – 2016**

Working on a variety of small to medium size projects within a change project environment, implementing improvements to customer processes, owning the responsibility to complete to customer satisfaction.

**Main Duties**

* Managing process changes from initiation to delivery, working with internal, external and international teams, coordinating with third party suppliers to deliver within the agreed timescales and budget.
* Challenge and question the validity and logic of changes, track and manage changes prior to implementation.
* Lead workshops to understand changes to processes, capturing requirements to mitigate potential impacts to the customer.
* Instruct stakeholders, monitor and drive their involvement within the change project.
* Working with individuals and teams to identify colleague needs.
* Prioritising tasks in order to deliver to the customers’ needs and understanding how the change affects them from their perspective.
* Build strong relationships with stakeholders to continue to drive positive changes, suggesting improvements to processes for a more effective customer experience.
* Responsible for providing coaching and guidance to colleagues as and when required.
* Harvesting relevant information from raw data to provide weekly and monthly reports for senior management on performance, issues and new opportunities.
* Adaptable in approach, ensuring all work follows the agreed processes in order to satisfy ITIL and SOX policies.
* Utilise applications such as Microsoft Project, Visio, PowerPoint and Excel.

**Lloyds Banking Group Halifax & Leeds**

**Business Change Manager 2011 - 2014**

Responsible for managing the implementation of business IT changes to assist on-going programme of changes with the Wealth Management portfolio.

**Main duties**

* Working on projects from rolling out hardware in a corporate office to a local retail branch, making changes to banking applications such as Customer Relationship Management (CRM) and implementing solutions around the protection of customer data for transition between bank and third party companies.
* Building strong relationships with key stakeholders to understand how the business area works, helping improve working practices and implement projects successfully.
* Highlighting and managing risks to influence stakeholder buy-in. Implementing controls on changes to reduce impact, mitigating risks through structured project management processes.
* Implementing changes using internal resources and providing low cost solutions, increasing percentage on benefits realisation whilst reducing the company’s carbon footprint to demonstrate commercial awareness of the environment.
* Produce documentation from business case, test plans and option papers, for execution of change using a number of varied tools including Microsoft Project, Visio, Excel and Word.
* Review portfolio of changes based on priority and need for the business, action and progress as required, escalating when necessary and managing activity through to implementation.
* Challenge unrealistic changes with the business stakeholders, encouraging a gap analysis approach to maximise opportunities for a more efficient workflow.

**Business Analyst 2008 – 2011**

Using business analysis methodologies to help change, improve and implement initiatives for a better customer experience.

* Scoping out requirements, engaging third party and internal engineers to complete works on heritage Lloyds & Halifax branches, using applications such as SMART (Remedy) and BEN to manage requirements.
* Gather requirements for IT systems and business process changes, working with IT and the business to produce detailed solution papers.
* Document new systems and procedures to become a subject matter expert, sharing with colleagues to benefit all.
* Imbedding the design and implementation of voice and data network solutions.
* Presenting training to colleagues in a classroom environment to train on new system deployments.

**Project Analyst – Retail IT 2005 - 2008**

* Producing documentation forvarious stages of the project lifecycle including, business cases, functional specifications and test documents for new retail products.

**Telephony Switch Analyst** **2000 - 2005**

* Working with all aspects of the business for their telephony needs. Implementing BAU and project requirements.

**Banking cashier**  **1999 – 2000**

* Dealing with customers face to face at the counter and on reception.

**Bradford & Bingley building society**  **Shipley**

**Administrator**  **1996 – 1999**

**Qualifications**

VOSS4UC – Unified communications 2019

Cisco Unified Communication Manager – in-house training 2019

Scrum for teams (RadTac) 2018ITIL Practitioner – Continues Service improvement 2017

Change Network Management System administrator 2016

Customer Driven Process Improvements - Lean Basics 2015

Modelling and Analysing Processes in Six Sigma 2014

Association for Project Management Professional (APMP – Prince II Equivalent) 2013  
ITIL v3 Foundation in IT Service Management 2012  
ISEB Business analysis requirements engineering 2010  
Avaya and Meridian switch programming (various) 2000 to 2004 3 'A –Level's' A to B and 9 GCSE’s A to C 1992 to 1995

**Referees:**

**Vodafone:**

Matt Wilson – Technical Team Lead – [Matt.Wilson@vodafone.com](mailto:Matt.Wilson@vodafone.com) +44 7767 354010

**Lloyds Banking Group:**

Steve Jarvis – IT Project Manager – [Stevejarvis1@lloydsbanking.com](mailto:Stevejarvis1@lloydsbanking.com) +44 7775 6561790