###### CURRICULAM VITAE - IMTIAZ ALI

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My most recent employment of length was working for a pension’s administration and investment Company; Employed as a Service Asset & Configuration Manager for almost 6 years I was responsible and accountable for all endpoint hardware and management of software, including licensing. My duties comprised of all IT procurement, on boarding and rollout or upgrade of both hardware and software for endpoints and then to control the assets via reports and audits, through to decommission or disposal.

Responsibilities grew as processes matured and as I gained more experience, working with the relevant stakeholders I managed several projects, from requirements gathering and scoping through to design, build and implementation. If not owning, I played a major part in the following recently delivered projects:

* Project managed the introduction and subsequent migration to Windows 10 and Office 365. Played a part in the introduction of MS Teams, MS Exchange, OneDrive, Power BI and other 0365 services.
* Managed the new desktop build in SCCM, including new group policies and setup of the patch process.
* Heavily involved in the introduction of VDI technology from a build and rollout perspective, organising the testing and setting up a patch process.
* Procurement of the mobile phone service, from researching the market, supplier selection through to procurement, on boarding and supporting the service in live, including MDM solution.
* Printer services, from researching the market, supplier selection through to procurement, on boarding and supporting the service in live.
* Desktop refresh – From requirements gathering, to selection, procurement, build and rollout.
* Negotiated and signed up to the Microsoft Enterprise Agreement. Committing Early prior to the price hike introduced on the 1st of January making a saving of over half a million pounds, over the term of the contract.

I was responsible for the ownership and definition of the ITSM system (ServiceDeskPlus), alongside creating, implementing and managing ITIL aligned plans, policies, processes and procedures. Managing a team of 4 members I was responsible to deliver the following:

* ITSM Toolset configuration (owner)
* Project Management (endpoints)
* IT Service reporting
* Service Asset & Configuration Management
* IT Procurement
* Problem Management

During my time here I introduced, designed and structured all foundation data in Service Desk Plus, created Business Workflows, configured a user Self Service portal, introduced Satisfaction Surveys, created a CMDB which encompasses all hardware and software on the estate, amongst many other toolset improvements. Having configured the Change Management module I also cover for the Change Manager.

The Problem Management process was non-existent some 6 years ago. This has matured quite well over the years especially for new services. The process is ensuring new and updated services adhere to a strict Service Acceptance Criteria. Reactive trending analysis also takes place on a daily, weekly and monthly basis. I attend the monthly service reviews with suppliers who provide key Application, Network and Data Centre services.

I am currently working for the Insolvency Service, in Birmingham, on a short term contract as a Service Management Specialist (end date 31st March 2019). Assisting and supporting with activities prior to the introduction of a new SIAM partner. I have created and agreed an IT Procurement policy, set up some simple Power BI reports and assisted in the introduction of Adobe Pro DC software, from a licensing, build and deployment perspective.

Previously, I worked for Capgemini in a multi supplier environment working alongside BT, HP and Computacenter on the Rolls Royce contract, as a Reporting and Measurement Analyst in a Service Transition phase. My other work experience ranges from Service Desk, process re-engineering, Change/Problem Management and Service level work to service improvement and system development work.

I am fully conversant with ITIL, completing the ITIL OSA, Design, Strategy and V3 Foundation courses recently and the ITIL Practitioner in Service Level Management. Having gained the Prince2 Practitioner and Foundation qualifications I am well aware of this Project methodology.

The experience has armed me with the nuance and understanding to contribute and help improve all components of IT service delivery.

###### PERSONAL PROFILE

Having previously held SC security clearance I currently hold BC clearance, I am a diligent, enthusiastic, career-minded individual. An influential team worker possessing leadership qualities with a definite flair for people, having the ability to gain their trust and respect and with a proven ability to communicate at all levels. Innovative, readily adaptable to new situations, with a logical mind and creative approach to problem solving.

Technically, I am a very quick learner, having the ability to quickly understand new tools, recognising the key functions, underlying database construction and GUI interaction experience with the end user. With expert level data interrogation skills, I have the ability to understand the data, assess data quality issues and competent in identifying the root cause and propose solutions for improvement. This level of system familiarity arms we with the nuance needed to explain the need for any system improvements. My approach enables me to get buy in from management and users alike.

**KEY SKILLS**

* Level headed, calm and positive when under pressure.
* Well-organised and excellent time management.
* Prepared to work outside normal office hours.
* Strong analytical approach, being able to extract and explain the essence of complex issues.
* Excellent communication, management and organisational skills.
* Flexible enough to anticipate and adjust to changing circumstances.
* Computer literate and competent in the following:

, Delphi, Pascal, HTML, Macromedia MX, Flash, Fireworks, Prolog, Xi plus, Oracle 9i, SQL server 2005, IMS, MS office, Exchange 5.5, Lotus Notes 4.6, 5 & 6, Outlook, Citrix XenDesktop/Mobile/App, AD, VPN, Crystal Reports, Business Objects, , Itheon, Remedy, Touch paper, SQL Reporting Services, Sharepoint, Visual Cut, Visual Studio, HP Service Centre, SCCM, Supportworks, Assyst, ServiceDesk Plus, Solarwinds,Power BI.

**EDUCATION AND QUALIFICATIONS**

2013-2016 **ITIL OSA, ITIL Service Design & ITIL Service Strategy**

2012 **Prince2 Foundation and Practitioner**

2012 **ITIL V3 Service Management Foundation**

2007 **ITIL Service Management Practitioner in Service Level Management**

2006 **ITIL Service Management Foundation**

2002 – 2004 Lancaster University

**B.Sc. Computer Engineering -** Wide variety of subjects related to the computer industry.

2003 – 2003 **Web Development Level 3 -**  Web design using Macromedia MX, Flash and Fireworks

1999 – 2002 Blackburn College

### Higher National Certificate in Computing- Wide variety of computing subjects

1999 - 1999 Blackburn College - **Software Engineering (City & Guilds)**

Introductory course in computer programming.

1988 – 1992 Blackburn College

### BTEC First Diploma in Business & Finance

**BTEC National Diploma in Business & Finance** (Years 1 & 2)

**Higher National Certificate in Business & Finance** (Part-time).

1983 – 1988 Billinge High School - **8 GCSE’s including Maths (B), English Language(B), Business Studies (B).**

**EMPLOYMENT HISTORY**

# The Insolvency Service – I&T Service Management Specialist (Birmingham)

# February 2019 – 31st March 2019

Responsible and Accountable for the following:

* Short term contract assisting with the activities to move to a SIAM operating model with multiple outsourcing contracts
* Created an IT Procurement policy and framework working with the Commercial team.
* Introduced Power BI and created a set of reports for IT Service Management.
* Assisted the SACM manager introduce Adobe Pro DC.
* Created a new template for the monthly reporting pack.

# USS Ltd – Problem & Configuration Manager (Liverpool)

# March 2013 – 1st February 2019

Responsible and Accountable for the following:

* Responsible for developing and deliver key Service Delivery functions including: Configuration Management, IT Procurement, Problem Management, Service Reporting, IT Policies and Service Improvement initiatives.

# Asset & Configuration Management – establish and deliver an effective and consistent lifecycle management process for assets and software .

* Problem Management – Manage the lifecycle of Problems. Set up regular prioritisation Problem meetings with resolver groups to ensure a root cause is established and fix put into place. Manage the update to the KED.
* Responsible for the creation and delivery of accurate IT reports, monthly, quarterly and annual reports in the required format. Committee and board reports and other ad-hoc reports as necessary.
* Produce and own the communications plan for IT , internal and external
* Ownership and Production and introduction of new IT policies. also, the review and refresh of existing policies and standards
* Provide advice support & guidance to customers around all ITIL principles
* Develop excellent customer relationships and attend regular service review meetings to discuss performance issues and concerns
* Help review processes and drive on-going service improvement measures

**Capgemini/Rolls Royce – Service Reporting and Measurement Analyst** (Derby)

June 2012 – September 2012

* Working in a Service Transfer/Transformation Programme in a multi-supplier environment, responsible for agreeing and implementing the Reporting process.
* Successfully designed and agreed the Process. Established criteria and standards defined for monitoring, measurement and reporting across services, suppliers and functions/processes.
* Implemented the Measurement and reporting of the performance of Services and service components within and related to the IT ecosystem (BT, HP, CG & Computacenter). It covers both contractual and operational metrics, across the full service lifecycle.
* Worked closely with the Business Objects team and ITSM development team

# Capgemini – Data Development and Reporting Manager (Preston)

# July 2010 – April 2012

# TUPE’d across from the Environment Agency.

# Deployed as a reporting assistant on a short term contract to ensure Assyst (EA toolset) reporting continues while the tool is in use by Capgemini.

# ITSM Reporting – Started to learn ITSM and Serviceflow 6.3 (GRS). Covering but not limited to SLA, Service Desk, Incident, Request, Asset and Change Management.

# Quickly became one of the most knowledgeable ITSM person on the account. Identifying issues and providing solutions.

# Primary GSMS contact on the account. Progressing issues requesting changes to the base data and development of new enhanced functionality in ITSM.

# Re-development of the foundation data in ITSM. Working with GSMS, re-designing the data held in ITSM for Incident, Request, Change, Problem and SLA.

# Environment Agency– Data Development and Reporting Manager (Peterborough)

# April 2009 – June 2010

# Responsible for MI reporting. Covering but not limited to SLA, Availability, Service Desk, Incident, Asset and Change Management.

# Re-developed the Call Management System (Assyst) for improved data capture methods and efficient call processing. Engage with the software developer Axios, to develop additional functionality.

# Heavily involved in process re-engineering across all ITIL processes.

# Turned around SLA achievement from 50% of targets met to 95% achievement.

# Steria – Service Analyst (Warrington)

# December 2008 – March 2009

# Working for an IT Outsourcing Company working in an ITIL framework, providing service support in a shared service model to 54 outsourced customers.

# Providing Incident Management on all calls logged - monitoring call quality, accuracy, process and SLA performance.

# Managing calls assigned to 3rd Party suppliers, monitoring performance and carrying out service reviews.

# Alliance & Leicester – Service Analyst (Leicester)

# October 2008 – October 2008

# 3 months contract for the development of Service Desk and Problem Management processes, and to ensure the service level reporting is in place for the deployment of an upgraded version of Remedy.

# Contract was terminated early due to the merger with Santander.

# BUPA Health Care – Reporting Analyst (Manchester)

# September 2008 – October 2008

# Responsible for data analysis, collation and reporting of Management Information.

# Daily, weekly and monthly reporting of service management information, spanning Service Desk, Problem, Incident, Change, Configuration and Service Level Management teams.

# Tasked to improve and automate the existing suite of 30 Crystal Reports interrogating the Oracle database. The daily and weekly report improvements and automation completed.

# HP Service Centre Call Management tool evaluation completed and report provided to highlight the improvements required for enhancing data capture, Service Desk call inputting efficiency and improving all round use of the tool.

# Provided the structure of classifications required for categorising a “call”. Presented to Senior Management the benefit’s and need of such a structure.

# Carillion PLC (Alfred McAlpine PLC) – IT Service Level Analyst (Runcorn)

# January 2006 – September 2008

# Investigating customer and internal queries relating to service provision, interrogating the Service management database, generating statistics and producing reports as required.

# Re-designed and managed the implementation of new foundation Data into Touchpaper (service service management toolset) in a multi-client shared service environment. Data comprising of Incident, Change, Problem and Asset Mgmt (CMDB) records.

# Re-designed and managed the implementation of a SQL Server Reporting Services (SSRS) Reporting solution, in a multi-client environment. It included the conversion of over 200 Crystal Reports into SSRS. The solution included the design of a datawarehouse for all clients.

# Assisting with the creation and maintenance of the catalogue of the services offered, including SLA’s with customers, OLA’s for internal IT Service teams and contractual agreements with third party suppliers.

# Driving Service Improvement/Enhancement Programmes, including, implementing new processes and re-aligning existing processes to meet customer expectations.

# Monitoring, measuring and reporting server/network/web capacity on a daily/weekly/monthly basis using Autoserve/ Itheon/webserve.

# Analysing and reviewing service performance against SLA’s, OLA’s and third party contracts. Providing an analysis of any breaches to SLA’s and third party contracts.

# Supporting the Service Delivery Managers by attending the customer service reviews as required.

# Creation, maintenance and support of Crystal Reports. Providing ad-hoc Crystal Reports for all Service Management teams.

# Alfred McAlpine PLC – 1st/2nd Line Analyst (Runcorn)

# May 2005 – December 2005

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# Providing technical support to Alfred McAlpine staff and to employees of other companies using their network.

# Taking calls and attempt to resolve all calls relating to operating system, mail accounts, internet problems, some server problems, remote access problems and some business applications etc.

# Problems I am unable to resolve are passed onto specific resolver groups or placed in my own queue to attempt a fix when the phones are quieter.

# Working in the Desktop Support team on a rota basis resolving 2nd Line issues.

# Seconded for 3 months to a BT Network Administrator role, ordering and processing jobs placed with BT. Handling voice and data lines (IP Clear, ADSL+, PSTN etc.)

# Taking Network fault calls and progressing incidents internally or externally with BT.

# IBM UK Ltd – User Security administrator (Liverpool)

# February 2005 – May 2005

* Providing systems administration to Royal & Sun Alliance users.

# Controlling access to LAN accounts, Email accounts, server and drive access, mainframe and web.

* Ensuring full authorisation and security clearance has been received.

# IBM UK Ltd – IT Analyst (Liverpool)

November 2003 – February 2005

* Providing technical support to the Royal & Sun Alliance (worldwide) call centre staff.
* Supporting users with problems related to applications, installations, networks, servers, operating systems, updates, performance, and other aspects of information technology products and services.
* RSA network spans 4 different LAN’s that use technologies Novell, NT and Windows 2000/XP.
* Logging calls using logging tool Remedy.

# Driving Instructor - Self-employed from February 1999 to February 2003

Working part-time while studying, teaching peoples how to drive in the Blackburn and surrounding area.

**Rehmat Finishing Centre** - Production Manager fromAugust 1994 To February 1999

Managing the finishing function of a production department for a jeans manufacturer.

**Safe Sounds** - Self-Employed From July 1991 – August 1994

Running a car audio and car alarm showroom. Responsible for all aspects of running a small business.

###### TRAINING

* During my time at IBM I shadowed the Database Tech Support team – Shadowing a Database Administrator one day a week for several months. His primary role was to ensure data consistency and integrity in Sybase databases on Unix boxes, located around the world. Trying to resolve related problems gave me an incredible amount of first hand experience.
* Studied to pass the first the first Oracle 9i qualification examinations on the IBM Learning Centre

###### MAJOR PROJECTS

**Assyst Upgrade**

* I was employed by the Environment Agency for service performance reporting and trending purposes. It became evident almost immediately that the Call Management System (Assyst) needed wholesome changes. Having highlighted the issues and proposed solutions I was assigned a key role in the Service Improvement Team. Having completely revamped the application I then wrote a Training manual and was made responsible for implementing the training to 600 IT staff.
* The system changes meant some of the key processes were out of date; I then worked with the Management Team to re-write the documentation.
* The next part of the process following go-live was to ensure we got the intelligence required. I created Crystal Reports for all the teams and for myself, as my role now changed again to monitoring, reporting and improving the service levels.
* Re-aligning the system, process and training the users was a challenge but more importantly it carried a huge amount of responsibility, I was personally made responsible for the success and failure of the project, and although some members of the Management Team were very nervous on go-live, the implementation went very smoothly.
* Before the system upgrade we were reporting 50% SLA achievement and by the 3rd month following implementation we were meeting 95% of the SLA’s. More meaning full trend information was collated, but the biggest benefit was the accuracy of data which could be relied upon.

**Service Desk Offshore**

* The RSA desk was transitioned to India and I was selected to go over to India and provide the training. My role was to handover the knowledge of the Service Desk, Mailbox team and also the LAN and Notes part of the User Administration team.
* I spent a month training the trainer who went back to India to implement the training prior to me going abroad, this experience provided me the chance to fill in my gaps of knowledge of the Service Desk. Whilst in India I successfully handed over the knowledge in the live environment, I had various issues most of the problems were overcome with either workarounds, changing procedures or processes or by implementing a contingency plan.
* The experience gained from this project has been immense as it has now provided me with the knowledge and understanding of how a large company is structured in terms of network connectivity, infrastructure, server configuration, telephone networking and most importantly the role of a Customer Service Centre and its responsibilities and accountability to the customer.

###### LEISURE INTERESTS

I enjoy a variety of competitive sports including football, snooker, swimming and squash. I also enjoy partaking in activities which I have never done before.

CAREER AIMS

Ideally, I would like to work for a company where there is scope for promotion, training and management opportunities. I want to develop my skills in a field that offers a challenging and in the future, financially rewarding career. I am totally target driven, and will work hard to pursue objectives previously set.

###### REFEREES

Available upon request.