**Robert Gorry**

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**PERSONAL STATEMENT**

I am a highly motivated and driven individual with experience managing IT services through multiple complex changes, major incidents and problems. Leading by example, I support to my colleagues to ensure outstanding service is delivered even in pressured situations. I have excellent attention to detail and continuously improve working practises. I am able to influence at all levels within an organisation to build strong relationships and achieve positive results. I am a proactive person who strives to develop personally and professional by embracing new challenges.

**QUALIFICATIONS**

**2017 Agile Project Management – Foundation and Practitioner**

**2016 ITIL Foundation**

**2016 Six Sigma Yellow Belt**

**2007-2010** **University of Central Lancashire**

*2:1 B.A. Honours in Marketing with Business*

**2004-2006** **Widnes and Runcorn Sixth Form College, Cheshire**

*Business Studies A*

**KEY SKILLS**

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| * In-depth knowledge of IT Service Management systems and ITIL processes; Incident, Problem, Change and Configuration Management | * Reporting; data collation, manipulation, and end-result recommendation reports |
| * Managing multiple teams, stakeholders and suppliers | * Analysis to understand trends, solve complex problems and implement improvements |
| * Strong communication skills both written and verbal. Experienced delivering complex information across multiple channels internally and externally | * Effective interpersonal skills to network and build strong relationships both internally and externally |
| * Excellent knowledge of Microsoft Office, including Excel with experience using pivot tables, formulas, charts, macros and conditional formatting | * Able to complete multiple tasks through organisation, prioritisation and effective time management |

**KEY ACHIEVEMENTS**

* Delivered patching management process across Barclays UK Cards and Lending Service and Technical teams resulting in the reduction of incidents
* Implemented Service Improvement process across Barclays UK Cards and Lending to bring a consistent approach and deliver improvements to key business stakeholders
* Delivered Change Management process improvement across Royal London to technical support teams to reduce service impact
* Aligned Problem Management with ITIL processes and introduced business reporting to improve stakeholder management
* Managed the Tesco Mobile Audit Team to achieve highest monthly efficiency
* Successfully developed and created the new Customer Promise Performance report for Tesco Mobile Customer Services

**EMPLOYMENT**

**Customer Journey Service Manager**

August 2018 – Present: Barclays, Knutsford

* Lead the mapping of technical customer journeys across Barclays UK working with Business Stakeholders, Technical Support teams and Solutions Architects
* Manage the technology view of Customer Journeys by reviewing positive and negative influencers such as Incident, Problem Change and Risk
* Proactively identify areas for improvement across Customer Journeys and work with technical support teams to deliver benefits to the customer
* Manage effective customer relationships; work in partnership with business stakeholders to agree mutual priorities, business demand plans and improvement opportunities, which will deliver value
* Align existing monitoring capabilities at a journey level
* Subject matter expert assisting with major incident and ad hoc demands

**Service Analyst**

November 2017 – August 2018: Barclays, Knutsford

* Incident, Problem and Change analysis, and presenting themes back to Service Level Managers, identifying areas of improvement to benefit customers, clients, improve efficiency and /or reduce costs
* Configuration management of UK Cards and Lending services
* Maintenance and 100% governance of all relevant service documentation in line with agreed SLM standards on the Service Run Books site for Low criticality services (includes SLAs, Support Models and Service Review minutes).
* Coordination of infrastructure patching across UK Cards
* Records Management Champion; ensure compliance with storage guidelines
* Assisting the Service Level Managers with tasks relating to the technical maintenance of services e.g. ACAs, Certificate renewal and Governance tracking
* Lead role in Service Reviews and Supplier Reviews
* Facilitate effective communications with all key stakeholders associated with IT service within a service grouping. Proactively inform and educate all stakeholders on impacts and improvements to services within the grouping.
* Business stakeholder engagement during incidents; engage with Incident Management Teams to contribute to the service recovery process and plans to mitigate future instances.

**IT Change Management Analyst**

December 2016 - November 2017: Royal London, Wilmslow

* Manage internal and supplier changes relating to projects, incidents, problems and service request in line with the ITIL framework
* Chair Royal London Change Advisory Boards internally and with suppliers
* Working closely with Support teams and Project Managers on Software Development Projects to understand the impact on live environments
* Chair failed change review meetings to understand root cause analysis and lessons learnt
* Stakeholder management of all key business areas
* Manage service extension and systems availability requests
* Develop and deliver Change Management training material
* Oversee and continuously improve the Royal London change management process to ensure the flawless delivery of service
* Manage monthly maintenance weekends to plan critical system patching and quarterly location power downs

**Operations Analyst**

June 2015 - December 2016: Telefonica, Tesco Mobile, Preston Brook

* IT Service Management across the entire organisation, engaging with third parties and key business stakeholders
* Incident management, including major, following ITIL best practise; analysis, diagnostics, communication and resolutions within SLA
* Problem Management, root cause analysis and permanent solution
* Manage change requests based on ITIL and complete business verification testing
* Internal stakeholder relationship management; identifying opportunities for continuous improvement to enhance the end user experience
* Produce incident reports; detailing customer and business impacts

**Problem Management Lead**

* Oversee and continuously improve Problem Management work stream inline with ITIL
* Lead Problem Management relationship with all suppliers & stakeholders
* In-depth root cause analysis of problem cases to make recommendations for system/process improvements
* Monitor all areas of the business to identify possible faults or gaps in knowledge
* Support the launch of new and on-going Software Development Projects following Agile methodology to ensure flawless delivery both internally and externally

**Auditor (Compliance)**

June 2013 - June 2015: Telefonica, Tesco Mobile, Preston Brook

* Advisor Audits across Customer Service, Sales and Back office – ensuring all business and legal requirements are adhered to
* Step up Manager of 8 administrators against KPIs
* Mentor new team members to develop and improve their performance
* Develop and deliver training material to Advisors/Managers
* Create, maintain and deliver advisor performance reports to Senior Management
* Collate and feedback Advisor failures to managers
* Investigate and analyse high level complaints to make recommendations for Customer and Advisor experience improvements

**Change and Continuous Improvement Analyst**

* Facilitate workshops and process mapping
* Analyse and implement process improvements for all business channels
* Analyse the business benefits and the impact of recent changes
* Deliver new projects into the business by engaging key stakeholders