**Elloise Ashley Morley | Service Delivery Manager**

Location: Middleton, Manchester M24 2GF

Phone: 07928698371

Email: [iamellie1@yahoo.co.uk](mailto:iamellie1@yahoo.co.uk)

**Professional Profile:**

Professional ITIL Certified Service Delivery Manager with over 12 years’ experience in IT and customer service environments in both the private and public sectors. A strong leader with a proven record of achievement in the management of large business critical IT system applications, third party suppliers and customers. Experienced in leading and developing technical teams to achieve tangible and sustainable results. Accomplished at engaging and communicating at all levels within organisations, having an ability to influence and build effective professional relationships. Has a passion for solutions and is skilled in service delivery and client management. Seeking a new and challenging role as a Service Delivery Manager with a progressive organisation that requires customer and service excellence.

**Career Summary:**

**Service Delivery Manager – Salix Homes, Manchester (January 2018 – Present)**

* Key member of the management team for Salix Homes a private sector, multi-award winning social housing provider based Greater Manchester, responsible for daily management of a team of 5 comprising IT Support Analysts, IT developers,
* Chair of the Change Board Meeting
* Change process owner
* First point of contact for all Changes and Maintenance
* Commercially negotiated favourable 3rd party phone solution with Vodafone, securing a commercial deal for the supply and management of the business phone and mobile systems. Producing c£40K saving against previous FY spend
* Project management of IT infrastructure and system changes and issues
* Responsible for sourcing, procuring and management of ICT equipment c£160k.p.a
* Acts as proxy and function head in the absence of the IT director
* Partners head of functions and senior leaders in delivering effective customer service performance within a heavily customer centric environment
* Interacts and builds senior clients & customers relationships
* Accountability for chairing service reviews, managing 3rd part supplier contracts c£200Kp.a
* Managing all business, customer and supplier IT escalations and issues.
* Undertakes key request and change management programmes
* Ensures team compliance with ITIL standards via robust audit and KPI process.

**Service Delivery Manager – Bidvest 3663, Oldham– (September 2003 – January 2018)**

* Responsible for day to day management of team of 4 IT Support Analysts, supporting 6 sites within both Linux and UNIX production environments
* Performed duties and activities as proxy for the IT Director
* Ensured incident and change management was delivered against ITIL standards.
* Management of all IT equipment and assets audits across 6 sites
* Managed all IT third party suppliers, SLA’s, escalations and service reviews
* Developed excellent relationships with suppliers, customers and business stake holders
* Managed outsourced helpdesk, Setting KPI’s and reviewing service desk tickets for SLA’s to ensure customer and performance compliance
* Implemented support process and procedure with the internal IT Support team along with external helpdesk and desktop support teams
* Analysed service packs and produced executive reports on major Incidents
* Managing change board meetings, approving software and major release changes into the live environment. Including fix patches, releases, upgrades and network changes
* Managed all failover testing within all key systems and developed all annual test plans
* Played a major part in the separation of 2 companies, creating a newly managed helpdesk and technical services teams, implementing new systems and procedures.
* Successfully project managed a Unix to Linux migration rollout
* Ran the handover to support on all major projects for the business including driver devices from PDA’S, Linux from unix, and VOIP
* Aligned the business to ensure IT functions GDPR compliance. Including introducing encryption into the business

**I.T Support Analyst – 3663 (January 2008 – June 2010)**

* Provided customer support on in house applications
* System & software Implementations, fixes live debug on Microlise, TMS and Voice
* Delivered training packages to all user’s on new and enhanced systems
* Managed users and systems, Identified and analysed potential risks on the systems

**Assistant Business Analyst – (*July 2007 –January 2008)***

* Undertook Quality Management analyse on call systems
* Lead on projects relating to the improvements, development and governance of the IT systems, networks and infrastructure
* Performed governance activities on Unix System, MS Software, Citrix, AD users

**IT Helpdesk Assistant – (May 2005 – July 2007)**

* Liaising with internal users clients and external suppliers
* Assessed problems and logging with relevant third parties

***Areas of Expertise & Education***

* ITIL Foundation in Service Delivery Management
* Customer management and new customer relations
* Service Delivery & project management
* Citrix / Microlise / Linux and Unix / Meraki MDM Solution/ Office 365
* 1st and 2nd Line Support
* Line Management, Staff training and development
* Voice Technology & Voice over IP Solutions
* IT system and Cloud implementation
* Northgate