Danial Catherall

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**Professional summary**

Service-oriented Incident Manager with a background of 17 years in an ITIL driven Service Operation – within the telecommunications industry. Experienced in managing high priority incidents end to end and assisting in restoring system performance within SLA.

I am also skilled in identifying process improvements and efficiencies - creating and developing effective solutions resulting in cost savings. I have strong communication skills and can gain key relationships with several areas of a business.

I am able to work under pressure within a fast pace environment – often providing solutions to improve efficiency within the business.

**Skills**

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| * Can adapt quickly to change and new challenges. | * 17 years experience within contact centres in various roles. |
| * Excellent communication and interpersonal skills. * Strong focus on Service Delivery. * Strong Analytical and Problem-Solving skills. | * Created and maintained several database related applications. * ITIL certified – experienced within Incident Management, Problem Management, Change Management. |
|  | * Integral part of a 5 Star SDI Service Desk. |
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**Experience**

Fieldfisher

IT Support / Service Delivery Apr 2019－Present

* Contracted role providing 1st Line/2nd Line IT Support.
* Co-ordinated on how to manage incidents within ServiceNow – dramatically reducing the amount of daily managed incidents.
* Assisted in Major Incidents – highlighting effective communication to employees.
* Top performer of managed incidents – achieving 200% of target incidents

Telefonica O2 / O2

System Support Incident Manager

Nov 2002－Aug 2016

* Raised multiple user system/telephony incidents for all Telefonica UK sites - onshore/offshore/retail and third-party.
* Co-ordinated support teams in line with impact to business to drive resolution for multiple user affecting incidents.
* Liaised with Major Incident Management and Service Delivery for critical/high priority incidents – providing telephone support on bridge calls to assist in resolution.
* Responsible for effective and timely communication of incidents to key stakeholders.
* Chaired calls for high impacting incidents which were not within the scope of Major Incident Management or Service Delivery.
* Identified workarounds and/or communicated these to all areas to mitigate impact to the business.
* Proactively analysed trends of incident tickets via the AMDOCS ticketing system. Increased impact level and liaised with support teams to drive resolution.
* Identified repeat incidents into the Service Desk, and worked with support teams to identify root cause and a complete fix.
* Communicated forthcoming changes to all areas.
* Responsible for testing following a change. In addition to this, co-ordinated different areas to test system performance post-change and post-fix of incidents.
* Manage call queues for the business – assigning users to relevant queues to protect SLA.

**Key Achievements**

**Incidents in Breach of SLA -** I identified over 250 incidents that had breached SLA. I compiled a report and forwarded through to senior management, who in turn made a big change on how faults were monitored daily.

**System Support Issues Log -** Replaced an ageing spreadsheet process with a PHP/MYSQL website. This allowed the team to track multiple user affecting incidents

**LAN NON-USAGE process -** Created a PHP driven website which allowed the Service Desk to process non-usage LANs.

**Continual Improvement process -** Created a PHP/MYSQL database website to house and manage all Continual Improvement suggestions for 30+ users across the Service Desk.

**ITSM Remedy Co-ordination**

Shared knowledge and best practice with the Service Desk on how to efficiently work on incidents and work orders via the Remedy system.

**Early Career Summary**

Hardware Support Analyst BT Cellnet/O2 2001-2002

Customer Services Advisor: BT Cellnet 2000-2001

Delivery Driver: Sovereign Foodservices 1999-2000

Porter: Aston Villa FC 1997-1999

**Key IT/Software Skills**

Office365, Windows 7, Windows 10, Talking Windows, VPN, Mobile Email, RSA SecurID, Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft Powerpoint, Active Directory, VMWare, Citrix, ISS, PHP, MYSQL, Oracle, Powershell, AutoIT, HTML, CSS, JQuery, AJAX, ITSM Remedy (including reporting).

**Qualifications**

Accreditation: All in House CBTs 2018

Accreditation: ITIL Foundation Certificate 2013

Accreditation: SDI Institute 2013

**Education**

Cardinal Wiseman RC, Birmingham, UK 9 GCSE's Including Maths & English Aug 1995