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Professional Profile

A motivational, working IT Service Management leader who creates a shared vision for achieving operational excellence. Highly organised and efficient with strong project management skills, which have been consistently utilised to implement ITIL processes and thus achieve positive results and cost-effective solutions. Has experience of direct line management of between 5 and 30 people as well as matrix management experience of leading over 100 people in global and virtual environments. Possesses fluency in German and Italian.

Professional Development

* ITIL Expert
* ITIL Practitioner
* ITIL Foundation
* PRINCE2 Practitioner
* Microsoft Masters, Certification in Office Applications
* Certification in People and Process Change Management
* Risk and Value Management Practitioner
* Kepner-Tregoe Practitioner
* BA (Hons) 2:1 German & Italian Studies, Lancaster University

Career Summary and Achievements

**Manchester University NHS Foundation Trust**

**IT Service Desk and IT Support Manager (short-term contract) October 2018 – January 2019**

* Leadership of Level 1 and Level 2 support teams and their operational model
* Staff performance management to underpin continual service improvement
* Desktop Screen Equipment Risk Assessments to provide a good working environment
* Use of LEAN Six Sigma to simplify IT procurement and IT waste disposal to reduce costs

**Royal Dutch Shell**

**Senior Business Analyst January 2017 – June 2018**

* Ran the Shell Trading response to the WannaCry virus which removed the threat to the IT estate
* Involved in the implementation of ServiceNow into Shell IT globally, which created efficiencies
* Experience in operational management of 3rd party suppliers which led to reduced IT costs

**Royal Dutch Shell**

**Project Manager and Major Incident Manager January 2016 – December 2016**

* Project led the 100 strong IT emergency response team for Scotford refinery`s reconstruction. The reconstruction was carried out on time and within budget. If it hadn`t been, this would have cost $10 million per day. The IT emergency response team was applauded for its role in the reconstruction.
* Chaired major incident meetings during the reconstruction lifecycle. This ensured command and control of the IT major incident response leading to fast service restoration.

**Royal Dutch Shell**

**Global IT Service Delivery Manager April 2012 – December 2015**

* Responsible for IT at all of Shell`s manufacturing laboratories globally including Thermo Fisher SampleManager and Agilent EZChrom
* Simplified the laboratory chromatography IT architecture to save $2 million over its 10-year lifecycle.
* Reduced server support costs for manufacturing and logistics IT by $500,000
* Improved the stability of the Laboratory Information Management Systems (LIMS) process by 50% within a year via adoption of robust problem management techniques. This meant that more road, ship and rail transports left the refinery on time and thus contributed to a stronger cash flow for the company

**Royal Dutch Shell**

**Global IT Service Desk Manager July 2009 – March 2012**

* Set up and then managed a global, virtual IT support desk responsible for providing IT infrastructure and application support for all Shell refineries globally on a 24/7 basis. The establishment of a global, virtual IT service desk was a first for Shell and led to reduced IT costs due to the service desk`s pursuit of ITIL service management best practice.
* Consistently overachieved against targets, including exceeding first contact resolution rate targets for key applications, contributing to Shell IT moving towards Top Quartile Performance, as benchmarked by Gartner.
* Created a knowledge culture and strategy seen as a model of excellence by the leadership team with subsequent roll out as a template for use by all Global Support Desk teams. These empowered analysts from any location to deliver an IT service to any refinery globally and thus reduced IT costs.
* Designed and activated a Disaster Recovery Plan which successfully coped with the non-availability of the North American IT service desk during hurricane season

Key Skills

* Risk Management
* IT start ups
* Business Analysis
* Cybersecurity
* Creative Thinking
* ITIL Best Practices
* IT Service Management
* Team building
* Coaching and mentoring
* Change Management
* Project Management
* IT Reorganisations
* Incident Management
* Problem Management
* Saving Money

IT Skills

* Microsoft Access, Excel, Outlook, PowerPoint, SharePoint, Visio and Word

Additional Information

Driving: Full UK driving licence and car owner