**Curriculum Vitae**

**Richard Terry**

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**PROFILE**

I am an independent Service Management Consultant with ITIL Practitioner and PRINCE2 certifications, and a successful track record of Service Management, Transition Management and Service Design within the Financial, Retail and Legal sectors.

**Asda May 2019 to Present**  
**Service Design & Transition Manager**

* Agile and Waterfall Project Transitions.
* Service Design.
* Contract Negotiations.

Transitioning numerous projects from Development into BAU. Negotiating support contracts with suppliers to ensure the needs of my client are met within budget and SLAs can be enforced. Tools utilised in this role included: Atlassian Confluence and Jira, ServiceNow, Microsoft Office.

**Freshfields Bruckhaus Deringer November 2018 to February 2019**  
**Service Design & Transition Manager**

* Service Transition Process Definition.
* Agile/DevOps and Waterfall Project Transitions.
* Service Design.

Producing a Service Design & Transition Framework for the Service Management Team, to ensure the predominantly Agile/DevOps project pipeline can be transitioned from development to support in a controlled and efficient manner, taking into consideration future support requirements. Tools utilised in this role included: Microsoft Office, Atlassian Confluence and Jira, ServiceNow and draw.io.

**Morrisons Plc October 2017 to November 2018**  
**Service Design & Transition Manager**

* Agile and Waterfall Project Transitions.
* Service Design.
* Supplier to Supplier Transition.
* Service Management.

Transitioning individual projects from a large programme of work from Project teams into Service Delivery, including three strategic support partners and two helpdesks. Also worked on support partner to support partner transitions, from both a capability and contractual perspective. I was also involved with Change, Incident and Problem Management on a daily basis. Tools utilised in this role included: Atlassian Confluence and Jira, HP Service Manager 9, Google Suite, Microsoft Office and draw.io.

**NewDay Cards Ltd April 2017 to October 2017**  
**Service Transition Manager**

* Service Transition Framework Definition.
* Agile and Waterfall Project Transitions.
* Service Management.

Developing a Service Transition Process for the Service Delivery Team, to ensure both waterfall and Agile projects can be transitioned from development to support in a controlled and efficient manner. I was also involved in redesigning aspects of the Change process and included on the IT Service Duty Management rota. Tools utilised in this role included: Microsoft Office, Google Suite and draw.io.

**Lloyds Banking Group July 2005 to January 2017**

I was an employee of Lloyds Banking group for over 11 years, working in several roles as per the below:

**Service Manager – July 2013 to January 2017**

* Team management including permanent, contract and support partner resource.
* Migration of support from permanent staff to an offshore third party.
* ITIL driven Incident, Problem, Change, and Configuration Management.
* Managing relationships with senior internal and external stakeholders.
* Implementing and chairing a regular service forum to ensure all risks, issues, suggestions and general comments are recorded and reviewed in an open environment.
* Ensuring supply and demand requirements for my team are fully understood and met.
* Leading changes, supporting the team out of hours and being on call 24/7 as required.
* I managed and drove incident reduction initiatives across the team, to ensure problems were proactively prevented before they arose.

**Service Transition Manager – April 2010 to July 2013**

* Responsible for the transition of all medium and high complexity projects from development teams into support (approximately 40-60 per month).
* Design and drive forward a new team structure including a new Governance function and a Warranty team, to ensure recently implemented projects did not impact the live support team.

**Application Support Lead – 2007 to April 2010**

* I was the application support lead for the HBOS eCommerce platform, responsible for ensuring the platform dealt with over 1,000,000 customer logins per day.
* I performed the same day to day role as Service Manager, and also introduced a number of initiatives including:
  + Championing the production of a televised dashboard system, to ensure performance of the system was highly visible.

**Business Analyst – 2005 to 2007**

* Captured business requirements for the Halifax Estate Agency team, produced functional specification documents and test plans.

**OTHER PREVIOUS ROLES**

* Local Risk Assistant 2004 to 2005 Abbey
* Local Operations Assistant 2003 to 2004 Abbey
* Banking Correspondent 2002 to 2003 Abbey
* Banking Transactions 2001 to 2002 Abbey

**TRAINING & EDUCATION**

PRINCE2 Foundation and Practitioner 2017 ILX

ITIL Practitioner 2017 QA

ITIL Foundation 2012 QA

ISEB Software Testing course 2008 Parity Training

7 GCSE's grade C and above 1999 Hanson Upper