JONATHAN FORD

15b Thorpedale Road, London, N4 3BH +44 7555338205 jniallf1@gmail.com

WORK EXPERIENCE

Technical Service Specialist - Vodafone UK   Aug18 – Apr 20

- Agile project management of IT initiative to deliver a business intelligence application for the asset management of the IT infrastructure estate.
- Business case development for capitalisable benefit against investment.
- Budget forecasting and management to support the business wide financial targets.
- Understanding end user requirements by analysing the tools, processes, people and data needed for key business processes.
- User story development and backlog management for the resource management and leadership of the onshore and offshore delivery teams.
- Roadmap planning for the delivery of interdependencies within the initiative.

IT Demand Specialist - Vodafone UK   Sep17 – Aug18

- IT project portfolio ownership for the Customer Operations business unit, consisting of waterfall and agile IT projects.
- Maintaining and constructing the delivery plans and coordinating with stakeholders, to align with key business go to market dates, technical releases and continuous prioritisation within the portfolio.
- Governance of the business demand and resource allocation from the delivering teams for the successful implementation of business initiatives.
- Budget management of the project portfolio (£8M) including forecasting, creating business cases and demand prioritisation.
- Relationship management with key senior stakeholders both in the Customer Operations business unit and IT department for the reporting of projects within the Customer Operations portfolio.

Technology Graduate Scheme - Vodafone UK   Sep16 – Sep17

- 2-month retail placement to gain an insight into the impact of Vodafone's technology on customer experience.
- 5-month placement in IT operations as L2 support for several applications, responsibilities included;
    - Billing relationship management system monitoring on the progress of daily payment jobs.
    - Resolving issues reported within a Mobile Virtual Network Enabler IT stack.
    - Process development and documentation of common issues and resolution within the IT stack.
    - Managing demand for application development, implementing changes and liaising with stakeholders to understand requirements.
- 5-month placement in Technology Operations as a Roaming Engineer, responsibilities included;
    - Monitoring of the International roaming network, to ensure the high performance for Vodafone's customers, by identifying issues with Telco networks, raising tickets and working with the Telco to resolve the issue.
    - Development of a monitoring solution to automatically identify issues with Telco's networks, resulting in less manual time spent monitoring (2 hours daily).

EDUCATION AND QUALIFICATIONS

MChem Chemistry

The University of Hull

MChem Chemistry with an industrial experience – 2.1

A Levels

Carmel College, St Helens

Biology – B, Chemistry – C, Economics – B

SKILLS

- Advanced Microsoft Excel
- Waterfall delivery methodology
- Agile delivery methodology
- ITIL framework
- Financial management
- Roadmap planning
- Capacity planning

- Process development and improvement
- Relationship management and influencing
- Vendor management
- Business case development
- Data analysis and reporting
- Problem solving
- Experience with Jira and Azure Dev Ops