




PAUL THOMPSON

IT Operations Support Leader, Service Delivery
Manager, Project and Change Manager.

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PROFILE

A business-focused senior IT professional with 10 years' expertise strategically leading IT operation streams for multinational organisations across Australia, Asia and Europe at a national and regional level. I take a customer-first approach to the creation of service delivery and project frameworks that add value to business functions. Offering senior-level experience in highly pressured business environments demanding total IT uptime. I have established a reputation for service excellence along with initiating and supporting large change programs that transform IT models to meet business needs head on, addressing customer service gaps and realising business objectives including significant cost savings.

Leveraging an early career foundation in brand management and PR, I bring a unique approach to IT business partnering, communicating change effectively to influence across functions and secure senior stakeholder buy-in. An assertive leader, I build and foster capable and accountable teams focused on business imperatives and dedicated to prioritising excellent customer experience.



EMPLOYMENT SUMMARY

Vice President Infrastructure Services, Australia & Enterprise Mobility Software Configuration Services (EMSCS), Asia <i>Barclays Investment Bank</i>	Oct 2011 – Present
Team Leader, Information Systems, Europe, Middle East & Asia <i>Bloomberg LP, UK</i>	Jul 2008 – Jul 2011
Front Office Desktop Support <i>Lehman Brothers, UK</i>	May 2007 – Jul 2008



SELECTED EDUCATION & PROFESSIONAL DEVELOPMENT

APMG AgilePM Practitioner 2.0 Certified	PM Partners
ITIL Foundation Certified	PeopleCert
Bachelor of Arts, Business Management	Brunel University



KEY ASSETS

IT Service Management	Internal Customer Service	Change Management
Stakeholder Engagement	Negotiating & Influencing	Technology Advisor
Project Management	Team Leadership	Business Partnering
Process Improvement	Enterprise Mobility	Mobile Applications & Devices
Business & Systems Analysis	Major Incident Management	Strategy Development



PROFESSIONAL EXPERIENCE

Vice President Infrastructure Services Australia & Enterprise Mobility Software Configuration Services (EMSCS) Asia

Oct 2010 – Present

Barclays Investment Bank

Barclays Investment Bank is the investment banking division of UK based Barclays Bank with offices in over 29 countries, providing large corporate, government and institutional clients with a full spectrum of strategic advisory, financing and risk management services.

- Appointed VP Infrastructure Services, responsible for leading IT operations nationally in Australia and 2nd line desktop support regionally in Greater China, Taiwan and Korea;
- Promoted to VP EMSCS Asia in 2014, mandated to lead a major change initiative, developing and executing strategy to improve regional accountability and alleviate service gaps;
- Senior service delivery management and customer-service interface role, accountable for all IT desktop and infrastructure support for 150 Barclays users across Australia;
- Provide leadership to Korea, Taiwan and Greater China and provide remote support to Singapore and Japan teams, driving resolution of major incidents to better support 7000 users across APAC;
- Initiate design of cross-service analysis to measure national IT service performance and costs, driving data transparency, providing recommendations to CIO on business decision impacts;
- Design and execute strategic service model transformation, utilising existing resources while enhancing levels of service to achieve key business mandate of zero downtime;
- Lead the delivery of desktop upgrades into Asia, executing APAC IT roadmap, ensuring the timely and cost effective execution of technology initiatives and new releases;
- Forge and nurture relationships with business leaders and colleagues, assessing and advising on technology solutions to improve efficiencies and tighten alignment with business needs;
- Shape SLAs and global vendor contract agreements, advising on business systems, strategic and operational risk matters to ensure sufficient services are secured and maintained;
- Develop and maintain corporate IT policies and procedures, leading national representation of compliance with prudential and power-down standards to satisfy audit requirements.

ACHIEVEMENTS

- *Reduced infrastructure alerting by 50% by delivering a cleansing and efficiency exercise with India team, removing unused, disabled or erroneous alerts to improve accurate issue focus;*
- *Led data analysis and review of vendor SLAs to reduce national mobile Blackberry traveller costs by 40%, implementing process change and training to improve business behaviours;*
- *Proactively identified and resolved technical issues in Australia to reduce the impact of global remote access outages before commencement of the working day in other locations;*
- *Improved customer satisfaction, aligning IT service delivery frameworks with Asia business needs through strategic execution of IT release roadmaps and infrastructure testing;*
- *Led enterprise mobility and software configuration services (EMSCS) in Asia, a major change project developing and executing service strategy to alleviate gaps in service support;*
 - *Delivered a customer, stakeholder and business-centric IT and technology solution, overcoming regulator obligations, resource reductions and geographical challenges;*
 - *Increased average customer satisfaction by 30% by executing a support model that provided faster issue facilitation with better time-zone support and responsiveness;*
 - *Promoted offshore IT services desk and strategic self-service incident management system to reduce direct engagements of IT staff in South-East Asia from 60% to >5%;*
 - *Designed training days and staff guides to engage leaders and drive regional accountability, delivering key messages and demonstrating desired behaviours.*

Team Leader, Information Systems, Europe, Middle East & Asia *Bloomberg LP, UK*

Jul 2008 – Jul 2011

A privately held \$12BN financial software, data and media company providing financial software tools such as an analytics and equity trading platform, data services and news to financial companies and organisations across Europe, USA and Asia.

- Leadership role, accountable for IT service desk and Bloomberg internal SaaS support across Europe, driving customer service improvements and positive perception of IT to the business;
- Managed the development and analysis of IT Service Operations activity, directly supporting 3000 users and 52 bureau offices across Europe spanning products, applications and finance;
- Drove a customer-centric agenda and made significant contributions to service improvement strategies to uplift engagement and service levels in line with Bloomberg's corporate brand;
- Provided leadership and direction to a team of 10 direct reports and a wider service of 10 IT staff, managing all KPIs, recruitment, facility training and performance appraisal activities;
- Forged relationships with Global Head of IT, CEO, CIO, platform support leads and vendors across Europe, US and Asia, supporting technology requirements aligned to business needs;
- Provided operational advice, making recommendations on team capabilities and capacity, working with business leaders to shape best practice and lift development opportunities.

ACHIEVEMENTS

- *Developed consumer desk-delivery process for receiving Blackberry devices, reducing pressure on mobility team, related tickets by 60%, calls by 40% and asset management error by 90%;*
- *Identified and developed new biometric keyboard driver solution, working with Development to test and deliver a robust driver and long-term fix, realising a 90% drop in related issues;*
- *Forged partnerships to become 'face' of IT Service Desk activity for the sales team, providing an instant escalation point and driving confidence in resolutions prior to client meetings;*
- *Worked with CIO to manage an RFP process for mobile technology, negotiating a contract with Vodafone for 1000s of mobile devices delivering a refreshed more efficient fleet for staff.*



EARLIER CAREER HISTORY

Front Office Desktop Support <i>Lehman Brothers</i>	2007 to 2008
Desktop Support <i>Tradition Financial Services</i>	2006 to 2007
Account Manager <i>Kazoo Communications</i>	2004 to 2006
Senior Account Executive & Senior Publicist <i>JCPR (Edelman)</i>	2003 to 2004
Account, PR & Marketing Assistant Roles <i>Sainted PR, Virgin Records, Fabric</i>	1999 to 2003



CONT'D EDUCATION & PROFESSIONAL DEVELOPMENT

Amazon Web Services, Technical Essentials	Amazon
Amazon Web Services, Business Essentials	Amazon
Visual Design	General Assembly
HTML / CSS Development	Personal Study
Desktop OS, Server OS, Linux+, CCNA	IT Professional Program

References available on request