

JOHN SUTHERLAND ITIL PRINCE2

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IT Service Delivery Manager/ IT Project Manager/ IT Manager

PERSONAL PROFILE

I am an ITIL & Prince2 certified IT Manager with extensive experience in delivering proven results through management of technical operations and projects, within time and budget constraints. I have extensive multi-cultural experience gained from working in the Middle East

A servant leader, adept at identifying problem areas and guiding staff in the collaborative implementation of corrective actions, I also identify project needs to drive process improvements and bottom-line gains.

KEY ACHIEVEMENTS

- Led successful service delivery teams on 3 mergers and acquisitions & 1 transition of service provider.
- Managed several upgrades of various ITSM tools.
- Improved operations performance through continual service improvement CSI. This ensured that IT processes were constantly enhanced to provide an ever-improving service. In turn this increased business satisfaction and trust in the IT department.
- Project Manager for several large sized projects.

PROFESSIONAL QUALIFICATIONS

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|--------------|---------------------|------------------------|
| • CompTIA A+ | • ITIL Intermediate | • Scrum Master |
| • CompTIA N+ | • MCP | • Prince2 Practitioner |

KEY SKILLS

- | | |
|---|----------------------------------|
| • Service Delivery Management | • MS Office & Project |
| • Leadership and Management | • Service Now |
| • Strategic Planning and Implementation | • Time Management |
| • Change Management | • Critical Thinking |
| • Process and Performance Optimisation | • Creativity and Problem Solving |
| • Project Management (Prince 2, Scrum) | • Collaboration and Teamwork |

PROFESSIONAL EXPERIENCE

Qatar Petroleum - Qatar

May 2019 – Dec 2019

Project Manager/Business Analyst

- Key Achievements
 - Project delivered on time on budget to required scope
- Key Responsibilities
 - Formulating project plans and assigning task to project engineers
 - Managing project dependencies, preparing project briefs, compiling reports and maintaining records
 - Ensuring that all stakeholders are up to date with developments
 - Helping project teams to move through the various stages and decision points of a program
 - Helping the business meet and exceed their goals

Prosource

Mar 2013 – May 2019

Project Manager

North Oil Company - Qatar

July 2017 – May 2019

IT Service Delivery Manager

- Key Achievements
 - SLA & KPI performance consistently achieved KPI target
 - Reduced number of aged tickets to below the KPI target by raising team awareness
 - Customer satisfaction surveys consistently met target
 - Defined and Implemented CSI initiatives
 - Compiled and presented monthly & quarterly performance reports
- Key Responsibilities
 - Responsible for the onsite service delivery to the client of managed services
 - Review and follow up on daily reports with analysts to ensure service delivery hits all targets
 - Manage and drive continual service improvement CSI.
 - Provided guidance and oversee IT staff's performance aligning to the year's KPI, responsible for career growth, appraisals
 - Ensure service documentation is kept up to date and relevant to service requirements
 - Produce weekly, monthly service reports and present to client in a service review
 - Project managed application and infrastructure upgrades
 - Monitored SLA's proactively, taking immediate preventative action to prevent breaches
 - Formalised service improvement plans and put into place where KPI's are not being achieved
 - Worked with relevant departments to ensure new systems are on boarded, documented and ready for hand over to BAU support teams
 - War room management for major incidents
 - Prioritise incidents to ensure timely resolution by urgency
 - Ensure Incident management process is followed by analysts
 - Conduct root cause analysis into all P1 incidents
 - Review Incidents to check for trends and activate problem management where necessary

Maersk - Qatar

March 2014 – July 2017

IT Service Delivery Manager

- Key Achievements
 - Implemented Problem Management
 - Implemented Knowledge Management
 - reduced out of hours calls through RCA
 - Implemented follow the sun service desk model
- Key Responsibilities
 - Define Operational Level Agreements (OLAs) and Service Level Agreements (SLAs)
 - Monitored SLA's proactively, taking immediate preventative action to prevent breaches
 - Managed on-site teams & 3rd party vendors and remote offshore teams
 - Ensure company's existing, New Hardware assets, Warranty Details / Software licenses are properly maintained and updated for Audit purposes
 - Responsible for overseeing key IT Service Management Functions such as Incident Management, Problem Management, Knowledge Management, Change Advisory Board (CAB) and escalations

Shelf Drilling - Dubai

March 2013 - March 2014

Service Delivery Manager/Project Manager

- Key Achievements
 - Designed and implemented a global service desk model
 - Created company IT policy from scratch
 - Implemented Change Management
 - Successfully transitioned global offices following an acquisition
 - Implemented Incident Management
- Key Responsibilities
 - Organise and motivate project and support teams
 - Asset & Inventory Management

- Migration of support services from divesting company to Shelf Drilling
- Manage reports and necessary documentation
- Analyse and manage project risk
- Cost estimation and budgeting

Hess Corporation – London (via Skibo Technologies)

January 2011 - March 2013

Project Lead Desktop Services

- Key Achievements
 - EMEA wide Windows 7 roll out project completed on time and on budget
 - Subject matter expert for a successful asset divestment
 - Projects completed on time and to budget
- Key Responsibilities
 - Deliver IT desktop services projects to planned requirements, on time and on budget

Nexen UK LTD – London (via Sword)

Nov 2008 - Jan 2011

Desktop London Lead/ Project Support/ Telecoms Engineer/Trade Floor Support

- Key Achievements
 - Managed major site PC refresh project
 - Assisted with data centre migration
- Key Responsibilities
 - Managed delivery of End User Support Services to 5 London offices plus Jersey
 - Assist with budgeting using Asset & Inventory Management
 - Managed VIP, Trade Floor & End User Support Services

Safeway PLC

May 1989 - November 2008

Manager

- Key Achievements
 - Managed a team of 80
- Key Responsibilities
 - Budgeting and forecasting
 - P&L financial control

EDUCATION

Scottish Qualifications Authority (Education), Nairn Academy - 1984-1989

- Higher College Diploma: Accounting

PROJECT LIST

Qatar Petroleum

- Integration of OXY Qatar in Qatar Petroleum (end user applications)
- Asset acquisition

North Oil Company

- Integration of Maersk Oil Qatar into North Oil Company (end user applications)
- Application upgrades
- New application roll outs
- Asset acquisition
- Problem management implementation
- Knowledge management implementation

Maersk Oil Qatar

- Business unit disposition
- Application upgrades
- New application roll outs

- Problem management implementation
- Knowledge management implementation

Shelf Drilling

- Service Desk implementation
- Asset acquisition

- Change implementation

Hess

- New office set up
- Office closedown

- PC refreshes
- Application upgrades

- Business unit disposition

Nexen

- PC refreshes
- Pull printing
- New data centre

- New office set up
- Office closedown

- Mobile device (provider change)
- Work from home solution