###### **Dave Hibbert**

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PRINCE2 Foundation and ITIL V3 Foundation certified IT and Service Delivery professional, with a proven track record of success in various IT support functions in an ITIL framework. Led teams and managed major projects and SLAs for blue-chip companies such as BNP Paribas, Citigroup, Allianz Cornhill, ING, and Dresdner Kleinwort. Responsible for Service Reviews, SLA and performance reports and monthly review meetings, often for multiple customers. Maintained a site resource team and streamlined London delivery times; currently studying for PRINCE2 Practitioner certification.

Worked closely with customers in many environments at levels up to senior management, including investment banking, charities and field support.

## Key Achievements and Skills:

## Staffed and managed a new Service Desk for easyJet

## Led a project to deploy IT equipment to entire CitiGroup building in Canary Wharf

## Created and managed a resource team for London area customers.

## Managed diverse teams of up to 42 engineers and Team Leaders

## Continuous Service Improvement for London field and site accounts, raising average performance above SLA for two years.

## Developed customer reports on SLA and KPI adherence, Continual Service Improvement and root cause analysis.

## Developed data analysis reports for London field incident prioritization and trend analyses.

## Designed and ran Managed Print Service for HSBC St. James site.

## Created detailed analysis of London field calls, lowering response time and targeting engineers to calls.

## ITIL V3 Foundation

## CAREER HISTORY

## ESP.aero Dec. 2011 – April 2012

**Service Desk Manager**

Manager for outsourced internal Service Desk for **easyJet,** 1st and 2nd line support for internal applications, including Citrix and XEN access, Active Directory and proprietary airline applications supporting 750 HQ staff and several thousand employees**.** Staffed, set up and managed a new internal Service Desk at easyJet in Luton, with 9 Analysts, on 24/7/365 rotation. Recruited 5 analysts to work onsite from 7-7, five days a week, in conjunction with existing OOH support. Set up procedures and structure, shift rotations and customer handling, in accordance with ITIL guidelines. Trained analysts in customer service, and documented procedures and workarounds.

## Specialist Computer Centres 2001 - 2011

## Operations Team Leader / Service Delivery Manager

End-to-end management and improvement of SLAs and KPIs in 2nd level field and site accounts, and was an escalation point for technical and prioritization issues.

Responsible for regular Performance Reviews of all staff, disciplinaries and evaluation of productivity, for mentoring and training employees on an individual and group basis as required.

2010 - 2011 **Resource Manager, BNP Paribas Bank**, as part of Professional Services. Worked to ensure the effective deployment and management of employee rotations to the benefit of client, company and employee. The role required resource management to align with client capability targets and holiday, sickness and project cover. Worked with HR and the internal contracting agency to fill roles with the correct skills, and managed team performance.

2008 - 2010 **Service Manager**, Home Counties NE. 12 field engineers, hardware break/fix for multiple retail and corporate customers (several hundred sites), and 5 site engineers for three further customers, covering deskside support, BAe Data Centre support and application rollout. Incident and problem management, increasing SLAs in line with SIPs, monitored stock usage, and ensuring SLA and contract adherence. Managed the recruitment process for my area, including role definition, candidate filtering, interviewing and on-boarding, as well as holiday usage, sickness cover and absence levels, reducing sickness levels by 25%. Implemented and enacted changes in functions and procedures in line with structural transformation, and handled disciplinaries, appraisals and performance management.

2007 - 2008 **Onsite Team Leader, BNP Paribas Bank**. Responsible for 15 engineers in 5 teams: Hardware Support, IMAC, Stores, Data Centre and Voice Patching. Responsible for incident management, integration with customer processes, and working with transition and change management teams to investigate and implement new applications.

2002 - 2008 **Service Delivery Manager** for seven accounts in London, responsible for Service Operation, Service Reviews with internal and Customer Senior Management, including Service Improvement Plans, incident and problem management, capacity management, review of service catalogue and setting and agreeing SLAs, KPIs and targets.

Resource planner and manager for onsite engineers for all London accounts, covering absences and projects, using a dedicated team of 8 skilled engineers.

Responsible for the direct line management of 42 engineers.

## Service Delivery Manager ING Bank and Barings Asset Management. 1st and 2nd level support: onsite Service Desk, Server and Deskside Support team with 11 staff and 2 Team Leaders.

## Service Delivery Manager for BA Pensions, Threadneedle Investments, Cornhill Insurance

## Group, Dresdner Kleinwort Wasserstein Bank, Hendersons Global Investment, London Electricity (pre-EDF Energy)

## Service Account Manager for CitiGroup retail banking managed print service and Data Centre support.

## Transition, service design and change management on Save the Children, London Fire.

## London Field Supervisor, managing 16 field service engineers covering numerous customers

## in the London postcode area. Liaised with account managers and SDMs to ensure that holidays and sickness were covered, and projects adequately resourced, responsible for development and training, Performance Management appraisals, pay reviews and holiday administration for all the engineers, and ongoing training to ensure that engineers’ skills match the requirements of customer account support.

## Team Leader for 6 onsite engineers at 4 other customer sites: Co-Op Bank, Travelex and HSBC.

2001 - 2002 Restructured logistics - IT Support operation at the BBC.

## Compelsource Plc 2000 – 2001

## Deployment Manager at CitiGroup

Direct manager for 16 deployment engineers and a Team Leader, working closely with the Compel Project Manager and the CitiGroup Project Managers. Deployed and configured several thousand PCs, monitors and printers on trade floors and offices.

## Info’ Products UK 1997 – 2000

## Service Desk Manager at Universal Music Operations

Service Desk Manager and Team Lead to 4 1st line analysts and 6 2nd line support engineers, supporting over 1200 users across 9 different sites. Maintained SLAs and ensured a continuing process of improvement to the support of the music and film industry customer base.

## PolyGram Record Operations 1993 – 1997

## Onsite Engineer

PC support analyst based at Chadwell Heath, supporting over 100 users working on 4 Novell networks. A 5th network was introduced running AIX on an IBM RS6000. Supervised the move to the new site in Milton Keynes in 1996.

## Gordian Knot Services, Inc.

## Founder

Started a computer-consulting firm in New York, NY, catering chiefly to individuals and small businesses. We provided purchase advice, custom programming, troubleshooting, repairs and upgrades, training, telephone support and a host of other computer related services.

## Healthcare Business Systems, Inc.

## PC Support Analyst/Customer Support Coordinator

## Directed the installation of medical office systems, designed reports, implemented a remote support system and trained office staff.

## QUALIFICATIONS

PRINCE2 Foundation, ITIL V.3 foundation, Certified Helpdesk Manager (Helpdesk 2000)

University of Denver, Masters Degree in Theatre History

Franklin & Marshall College, Bachelor of Arts

## PUBLISHED ARTICLES

“Quick Fixes: How to dodge the PC repairman.” PC Computing, Ziff-Davis Publishing Company.

“Saving as ASCII; or, ‘Can you all read this?” Women Writers Network Newsletter, Volume 9, Issue 5, Jan 1993

## PERSONAL INTERESTS

Baking bread, sourdough, cooking, travel, history, walking, fencing, regular gym workouts