**Henry Stephen address: 3 Courtenay Place, Pixham Lane, Dorking RH4 1NW**

**mobile: 01234 567 890**

Professional profile

A highly skilled ITIL and Prince 2 Certified IT Manager. Team and Project management skills are backed up with a solid technical IT skillset and a thorough grounding in the software development life-cycle. Extensive experience of successfully delivering major application and infrastructure change. Makes full use of excellent communication skills in user, stakeholder, vendor and client relationship management.

Education and qualifications

**Prince 2:** Practitioner

**ITIL:** Release Management & Foundation

**ORACLE** DBA/ Backup & recovery

**Coaching Academy** Goal setting, and basics of coaching

**WSET** Level 3 Advanced Wine Certificate

**3 A Levels:** Physics, Pure & Applied Mathematics, General Studies

**7 O Levels:** Including English & Mathematics

I.T. skills

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| * ITIL Service Delivery, change and release management | * Business Analysis | * System integrations |
| * Project Management | * Application support/development | * Application Systems deployment and testing |
| * End user training & documentation | * Stakeholder management | * DR and backup planning/ testing |
| * Windows Desktop and server | * Oracle DBA | * Oracle Backup / Recovery |
| * Windows Active Directory | * PL /SQL | * Microsoft Exchange |
| * MSSQL | * Visual Basic & Java | * Microsoft Office |
| * IIS & Apache | * EDI messaging | * Business Objects |
| * Networking (LAN/WAN) | * VOIP Telephony systems | * Desktop/server hardware |
| * VMWare | * Managesoft | * Crystal reports |

Interests and activities

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| **Currently include:** | Tai chi, weight training, snowboarding, cinema |

Career summary

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| **SABBATICAL** | **July 2012 - Current** |

Assisting and learning to teach Tai-Chi. Helping set up Tai-Chi community site and providing written articles and video material for the site..

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| **Raindrop Information Systems Ltd** | **Sep 2010 – July 2012** |
| **IT SERVICE DELIVERY MANAGER** |  |

* Managing the hosted, cloud based, web application systems. Ensuring performance, availability and incident/problem resolution were in line with Service Level Agreements. Agreeing and reviewing Service levels with customers. Conducting regular reviews with hosted customers detailing current performance, potential issues and opportunities, as well as upcoming planned work. Developing strategy for hosted systems, and their consolidation.
* Managing and transforming the IT service desk, a geographically distributed combination of 15 application, help-desk and technical support staff providing support to Raindrop Information System's multinational client base for both hosted and client managed application systems.

* Providing IT advice and solutions architecture to clients and prospective clients. Identifying hardware/ software issues and working with clients on solutions.
* 3rd line support of key technologies and infrastructure (Windows, VMWare, Oracle, MSSQL, desktop/Servers and networks) to the business.
* Managing the technical implementation and upgrades of the Manhattan software product into customer sites, and provision of post implementation support.
* Managing the in-house corporate systems and support of over 150 development/QA environments.
* Managing the major (biannual) software release process and individual patch set software releases
* Providing technical input/support for sales enquiries, and client system upgrade enquiries.
* Budgetary planning, team management and software licensing & compliance.

**Key Achievements**

* 1. Stabilising Service team function, enabling them to meet the needs of a business that had grown 20% in staffing levels and 40% in new project based activities.
  2. Clearly defining and enforcing issue escalation processes and procedures. Ensuring High value 3rd line engineers were focussed on high value or high importance activities and were responsible for providing training for more junior team members.
  3. Creation of system/ process documentation, encouraging other departments to do the same, freeing staff form being “knowledge artefacts”.
  4. Introduced build procedures and documented a standard tuned application build, which stabilised recently introduced client installations and removed on-going client issues with product and perceived system performance (e.g. some key clients were experiencing a 40 second login time; this was reduced to 5 seconds). This activity released in-house resources for other key go-live projects.

* 1. Resolution of multi-national character set issues for 2 major clients paving the way for the roll-out of the product through Eastern Europe and Central Asia with these clients. With the expected increased uptake in users and extra modules this will lead to a fourfold increase in revenues from these clients.
  2. Working with 3rd Party software vendor to resolve ongoing licence issues affecting over 18 clients (and a number of in house systems). Removing manual weekly workaround activity relating to the issues and eradicating the risk to live systems of the workaround failing or not being executed
  3. Virtualisation of all in house servers. Upgrading all desktops to Windows 7. Migrating to Exchange 2010. Putting in place standard desktop/laptop builds.
  4. Introduction and successful testing of a DR fail over solution for the corporate in house systems. Deployed a variety of DR solutions for hosted client systems meeting a wide range of client expectations.

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| **SABATTICAL** | **Jan 2010 – Aug 2010** |

* Travelled through northern and central Europe, learned to snowboard, successfully obtained WSET's advanced wine qualification with distinction. Carer for parent.

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| **CLOSE PREMIUM FINANCE LTD** | **Aug 2008 – Dec 2009** |
| **IT MANAGER** |  |

* Managing team providing support for all run-off systems (both hardware and software).
* Responsible for provision of due diligence data and subsequent domain, email, desktop & server migration of the KSF Premium Finance systems and data to a VMWare solution in the Close Premium Finance domain.
* Provided support strategy for run off systems and data migration, assisting Close Premium Finance colleagues with issues on run off system and with any issues relating to migrated data/ agreements

**Key Achievements**

* 1. Pivotal in enabling a successful transition during the sale and subsequent migration of KSF Asset Finance businesses. Produced an array of reports detailing the nature, value and maturity of the loan books to be sold, as well as details relating to the systems used and underlying contracts with suppliers. Identified staff that were key to ensure a successful run off of the loan book.
  2. Successfully migrated the Kaupthing Premium Finance user base, domain, application servers and email systems into Close Premium Finance. This 3 month business-led project involved working with multiple IT departments, contractors and suppliers to successfully move the systems over and ensure smooth transition to the new business and its customers.
  3. Maintained a positive professional attitude whilst working to run down and close off migrated systems at Close Premium Finance. Developed excellent relationships with CPF colleagues providing advice and assistance in many areas outside of my remit both in day to day work and in key projects. Actively involved in a major office refit project, led Disaster Recovery tests as well as delivering a project to evaluate and deploy new accounting software

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| **KAUPTHING SINGER AND FRIEDLANDER LIMITED** | **Nov 2000 – Aug 2008** |
| **IT MANAGER** |  |

* Managing a team providing application and infrastructure/desktop support for Kaupthing’s Asset Finance Division across multiple UK locations. Aligned Asset Finance divisions strategy with that of the banking group as a whole. Working as part of Kaupthing UK Head Office IT team providing support and managing application and infrastructure change to whole of Kaupthing UK.
* Project managing IT infrastructure, application and software change/enhancements. Providing business analysis, managing the testing, UAT and implementation of planned changes, as well as reporting on expenditure and project progress to senior management using a range of development and management methodologies
* ITIL Release Manager and Deputy Change Manager for Kaupthing UK, with responsibility for successful development of the company’s Release Management policy.
* Engaging with, and working closely alongside, stakeholders, internal IT specialists and third party software houses to consistently deliver, to time and budget, KSF application system enhancements.
* Ensuring management of IT systems/infrastructure and delivery of change to the IT environment adhere to standards defined by Kaupthing UK’s Audit & Risk policies and the PMO.

**Key Achievements**

* 1. Managed IT application and system aspects on 6 major application system replacement/integration projects, 2 Oracle version upgrades (8.1.4.7 - 9i and 9i - 10g), Credit Card Payment systems integrations, EDI Integrations, VOCA (BACS) migrations and 3 major re-brand projects. Enabling the company to grow from 30,000 to 140,000+ in terms of live agreements maintained.
  2. Successful consolidation of Asset Finance servers, desktop environments and Active Directory infrastructures and subsequent migration/integration of Asset Finance businesses into Kaupthing UK’s Active Directory and Infrastructure. Simplifying IT administration and reducing staffing costs by 2/3.
  3. Managing all IT aspects in 5 major office relocation projects. The office moves helped further integrate the asset finance businesses with each other and into the Kaupthing group.
  4. Implementation of automated arrears letter cycle, allowing the book to double in size (from 70k to over 140k agreements) without increasing numbers of the credit control team (10 people)
  5. Installation of secure customer facing web front end into KSF Premium Finance’s back office application system, installing middleware servers utilising Kaupthing UK’s infrastructure. System led to business growth of over 200% from 60 000 live agreements to 140 000+
  6. Re-engineered Business Objects solution leading to major performance and reliability gains in MI reporting.

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| **CATERPILLAR FINANCIAL SERVICES LTD** | **Jan 2000 – Nov 2000** |
| **ANALYST PROGRAMMER** |  |

* Providing application support for the finance system used by Caterpillar Finance across it's European offices. Working with Head Office development team ensuring that application enhancements vital to the European User Base are developed and deployed successfully

**Key Achievements**

* 1. Successful completion of application system migration for Spanish, Portuguese & Italian offices.
  2. Standardised European financial reports for Head Office operation, achieving an 80% reduction in the time taken to produce key reports for this region.

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| **MAFF (now DEFRA)** | **Nov 1997 – Jan 2000** |
| **ANALYST PROGRAMMER** |  |

* + Responsible for developing effective solutions for the Animal Health Systems which were required in order to lift the ban on European beef exports following the outbreak of BSE

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| **ADMIN OFFICER – Economics and Statistics Division** | **Jan 1991 – Nov 1997** |

* Monitoring and ensuring data collected for sample surveys met Statistical requirements.
* Desk Top publication of Farming in the UK Publication. Provision of data to Parliament and EU.
* Providing Desktop IT support to Economics and Statistics Divisions
* Preparing Departmental Budgets, tracking expenditure against budget

Previous Job History available on request