**Jack Wilshere. Prince 2, ITIL V3 Expert, CISA, MCP, CLS.**

Location: West Dulwich, London. Contact: 01234 567 890.

**PROFILE**

* An experienced and versatile Project Management professional with broad and varied expertise gained across several industries, applications and platforms.
* Broad business perspective and experience in retail, oil and gas, financial services, construction, engineering and telecommunications.
* Excellent project management and business analysis skills with a strong technical background.
* Investigating solutions and Improving processes; skilled in the identification of the core/cause of a problem and its solution(s).
* Experience managing large & complex engagements that address intricate business problems.
* Complete understanding of PM Knowledge areas: Scope, Time, Cost, Risk, Quality, Human Resource, Communications, Procurement Management and Third Party Vendor Management.
* Extensive experience of messaging, collaboration and service management IT projects.
* Able to apply various methodologies (PRINCE 2, MoR and ITIL) and tools (MS Project, MS Visio, MS PowerPoint, MS Excel and MS Word) to assist clients undergoing rapid change.
* Collaborative working style; goal-oriented with excellent consulting, business and technical skills.

**PROFESSIONAL EXPERTISE & COMPETENCIES**

* Full Project Lifecycle from feasibility, pre-sales bid process, implementation, user acceptance testing (UAT), workshops, quality assurance, testing, post implementation support and training.
* Strategic business process reviews to optimize the use of the existing IT infrastructure.
* Project Management: Stakeholder and client relationship management; project scope definition; management of project budget & resource allocations; preparation of work breakdown schedules and weekly/monthly status reports (project schedules, budget & resourcing levels etc); coordination of work delivery, risks, issues and exceptions; managing communications; budget control/monitoring; 3rd party contract management; change management; facilitation; report writing and communication; consultancy and quality assurance.
* IT Service Management (ITIL): Service Delivery, Service Support; Defining and implementing Service and Operational Level Agreements [SLA/OLA].
* Business and Proposal development; developing statements of work and project documentation.
* Business Process Automation (BPA) and Business Process Re-engineering (BPR); Experience gathering requirements and translating them into functional and technical specifications.
* Business Continuity Planning: risk analysis, business impact assessment, design and testing.
* Soft skills: Confident leader, good motivator, good at synthesizing information.
* IT Background:
* Messaging and collaboration (MS Exchange, SharePoint, IBM Lotus/Domino, Lotus Quikr, MX Records, SMTP, POP);
* Portal administration and maintenance (IBM K-Station, IBM QuickPlace, MS SharePoint);
* Virtualization using VMware server, VSphere, Citrix Metaframe and Hyper-V;
* Blackberry Enterprise Server and Blackberry Devices;
* Customer Relationship Management (Frontrange Goldmine, Maximizer, MS CRM etc);
* Service Management (Frontrange HEAT, Peregrine, Remedy, Visual Helpdesk-VHD, TrackIT)
* Directory Services (Ms Active Directory, Novell Directory Services [NDS], LDAP);
* Hardware (Desktop/Laptop and Server hardware support);
* Networking (LAN, WAN, WiFi, VPN, Telnet, Firewalls, TCP/IP, DNS);
* Content Security/Anti-Spam/Anti-Virus (MIMEsweeper, Barracuda, IronPort, Mcafee, Symantec);
* Web and app servers (IIS, TomCat, Apache and IBM Websphere Application Server);
* Development (Agile, SDLC, HTML, Dreamweaver, VB Script, LotusScript, Formula Language).

**PROFESSIONAL QUALIFICATIONS/CERTIFICATIONS**

* Prince 2 Practitioner.
* ITIL Service Manager V2 and ITIL Expert V3 (ITIL).
* Certified Information System Auditor (CISA).
* Newscale Foundation Certification in IT Service Catalog Design.
* Microsoft Certified Professional (MCP).
* IBM Certified Lotus Specialist (CLS): Maintaining Domino R5 servers and Users.
* Certified Novell Salesperson (CNS).
* Oracle application developer exam: Introduction to Oracle: SQL and PL/SQL.

**EMPLOYMENT**

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| ***Middleware Messaging Consultant*** | *August 2011 – June 2012* |
| ***John Lewis Partnership -*** *Leading UK Retail Business.* |  |

*I worked within the Middleware Computer Services Team to ensure availability of the Messaging and Collaboration environment with emphasis on project management, data analysis, content security, performance, and standards compliance.*

* Responsible for the delivery of complex technical solutions in Middleware Infrastructure Development Team - Messaging and Collaboration Application environment.
* Managing and deploying new application projects.
* Plan, develop, implement and maintain the overall integration of the Middleware Messaging and Collaboration environment in John Lewis.
* Assesses and optimize system performance and system capacity.
* Monitor performance data and analyze to detect trends and take appropriate measures to improve performance; take appropriate proactive measures to prevent impacts for applications.
* Investigate and evaluate deployment of new versions/releases ensuring that change management procedures are followed.
* Creating and developing system standards, best practices, support guidelines and procedures.
* Disaster recovery planning and business continuity including recovery testing in conjunction with application support teams.
* Collaborating with Vendors for increased efficiencies, reduced costs and better customer service.
* Service Support: Working with support teams to ensure tracking and timely resolution of problems and incidents; ensuring call updates are accurate and regular; monitoring call resolution and repeat incidents.
* Managing escalated issues and root-cause analysis from incidents to problems and release.

**SAMPLE PROJECTS DELIVERED**

* **Messaging Infrastructure Upgrades:** Responsible for upgrades of OS, Application and hardware of clustered 40 virtual and blade servers. Work was carried out in collaboration with the vendor and various teams.
* **Decommission Servers and migrate users:** Project involved identifying hardware that would fall outside maintenance schedules and working with technical teams towards a deadline to transfer users to new systems ensuring minimal downtime.
* **Roll-out of Collaboration Software:** Used a phased approach to roll-out a collaboration solution to partners; liaising with the third party, planning, implementation, testing, training, disabling old systems and change management.

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| ***Project Manager-IT (London).*** | *September 2007 – July 2010* |
| ***Chicago Bridge and Iron (NYSE:CBI) -*** *Leading Oil & Gas engineering, procurement and construction company.* |  |

*I was responsible for the definition, documentation and execution of multiple small, medium and large-scale projects with active management and co-ordination of all delivery phases. Managed project teams of between 3-10 people across several locations and countries. Act as an interface between internal and external project teams. Prepared and maintained realistic project, financial and quality plans; tracked all activities against my plans. Provide regular and accurate reports to stakeholders as appropriate. Performed effective monitoring and work delivery in line with agreed costs, timescales and quality objectives.*

* Delivered projects involving enterprise upgrade of workstation clients, server upgrades and migration, enterprise service management application rollouts, site moves, engineering application rollouts, infrastructure and data centre migrations, policy updates and reviews.
* Full operational lifecycle and commercial responsibility for key IT infrastructure projects in London- manage scope, effort / cost, schedules, quality.
* Identify and mitigate underlying risks at appropriate stages in the project life-cycle.
* Resource management; scheduling of project resources against deliverables.
* Took responsibility for the planning, coordinating and delivery of IT systems audits and scheduled the implementation of the recommendations.
* Risk assessments including identifying and documenting controls, creating detailed process flows, identifying potential risks and making recommendations for improvement.
* Supervision of issues log for reported problems and incidents on projects.
* Production of project documents e.g. PID’s, Briefs, progress reports, senior management presentations and quality documentation.
* Developed SLA guidance and IT documentation for support staff.
* Responsible for the translation of business requirements into functional specifications ensuring that the solutions developed were fit for purpose and viable as projects.
* Created and updated project plans; monitored progress against plans.
* Controlled and managed core project activities including change control mechanisms, configuration records, highlight reports, risks and issues management.
* Created and maintained all relevant logs, plans, documentation and audit trails.
* Performed stakeholder analysis, managed communications, collaborated with stakeholders to elicit design and review requirements; facilitated workshops to agree requirements.
* Worked with key stakeholders to produce project plans for required deliverables.
* Assisted the EIS and DEV teams in their design and development tasks.
* Guided project teams through full product lifecycles, providing technical guidance as needed.
* Ensured compliance of the delivered solution with project and operational standards.
* Managed service delivery for the 3rd level support team, producing regular reports.
* Production and review of IT service documentation.

**SAMPLE PROJECTS DELIVERED**

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| * **Follow the Sun-Project Manager:** Project based on the “Follow the Sun” principle; when the Service Desk in one location ends its operations for the day a designated service desk in another location will be online to continue providing support to users. Project goal was to centralize IT support worldwide using Singapore, USA and London as main sites. * **Lotus Domino and Sametime Software and Hardware Upgrades-Project Manager:** Responsible for upgrades of OS, Application and hardware of clustered messaging virtual and local servers. Work was carried out with the networks and the infrastructure teams to upgrade the Domino application from R6 to R7 and from R7 to R8. * **Shutdown IT Operations in German Office-Project Manager**: Sale of German head office and hand-over to a new company. Project involved working towards a strict deadline managing a project under sensitive conditions ensuring that company data was secured, licenses transferred, and all IT systems were shutdown. New systems were created for the new company ensuring minimal downtime. * **External Supplier IT Audits-Internal Auditor:** Thorough review of agreed standards and policies for IT systems in place. Identifying and documenting controls and performing risk assessments on the IT systems provided by the supplier against agreed controls and standards. Verifying on-going compliance with regards to data retention and protection. Review of third-party technology vendors and contracts. Producing concise audit reports. |

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| **Short Term Technical Roles.** | *June 2006 – July 2007* |

*I spent one (1) year honing my technical skills in contract roles involving various infrastructures and architectures; operating systems; hardware; applications and middleware; messaging and collaboration systems; and application development.*

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| **Systems Analyst, IT Services Team.** | *March 2007 - July 2007* |
| **Mansell Construction Plc -** Leading UK construction company. |  |

* Lotus Domino (mail and application) administration and support.
* Supplier Management and coordination: hardware supplier liaison for support issue resolution.
* Domino and Windows NT/2000/2003 server implementations.
* Supervision of Desktop and laptop rollouts: hardware, software and policies.
* Risk assessment, infrastructure audits and periodic review of systems and services.

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| **Messaging Consultant.** | *January 2007 – February 2007* |
| **Serco Group Plc (Hertford County Council) -** International service company. |  |

* Administering Lotus Domino Servers and Netware infrastructure [ EDirectory, Zenworks, iPrint ].
* Blackberry enterprise server administration and support.
* Responsible for messaging projects: upgrades, deployment and patch management.
* Problem management: undertaking root cause analysis and resolution.
* Protection of production services through appropriate risk management.

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| **Technical Project Manager / Infrastructure Consultant.** | *November 2006 – January 2007* |
| **Integrity Solutions Consulting Limited -** Private UK Company. |  |

* Managing infrastructure projects and data center operations; delivering IT solutions in-line with client requirements.
* Wintel Infrastructure concept design and deployment.
* Developing technical specifications for applications.
* Business development: write proposals for clients detailing IT solutions to business problems.
* Quality control, testing and deploying secure Wintel Infrastructures.
* Resource allocation: co-ordination of support staff, providing support services to clients.

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| **Service Management Consultant.** | *August 2006 – October 2006* |
| **Q-Pex Limited (Member of 2e2 Group) –** ITIL and Asset Management Consultancy. |  |

* Requirements gathering and documenting client specifications [technical and functional].
* HP Enterprise Discovery Management installation and configuration with SQL template reports.
* Peregrine ServiceCenter module customization: Incident, Problem, Change and Release.
* Application software testing.

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| **Lotus Notes/Domino Application Developer.** | *June 2006 - August 2006* |
| **Haden Building Management (Rebranded Balfour Beatty Workplace) –** Engineering & construction. |  |

* Lotus Domino Development Support including LotusScript, JavaScript and Formula Language to support and customize Domino applications.
* Customizing bespoke applications to fit with Haden’s specific user requirements.
* Application development and support. Data migration and connectivity using LEI.

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| **SoftWorks Limited -** Software services & solutions company. | *August 2001 - June 2006* |

*I spent 5 years in various roles starting as a system support staff and progressing from an auditor to a Team Leader.*

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| **Team Leader, Service Management and CRM Unit.** | *February 2004 – June 2006* |

* Project Manager and Technical Lead in charge of Service Management and CRM team.
* Application of ISO 9001 and Prince 2, methods and procedures in managing projects.
* Business development; Requirements gathering; Translating requirements into biz solutions.
* Report generation for management decision-making.
* Designing incident, problem, configuration, change and release management procedures.
* Designed and introduced internal systems to enable accurate tracking, streamlined procedures and a higher degree of automation in client account management and client call-out support.
* Customer Relationship Management.

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| **Process Consultant, Enterprise Infrastructure Services Unit** | *January 2003 – January 2004* |

* Design solutions for collaboration, directory services and business continuity.
* Performed a range of IT audits [information systems, SOX compliance, infrastructure, IS and network assets review and IT strategy reviews]; general controls and technical reviews.
* Business analysis and documentation for process improvement and strategic planning.
* Designed applications to map paper driven processes using workflow concepts.
* Process audits: Analysis of existing IT processes, refine IT procedures to improve response time and reduce cost; define and re-engineer process logic for complex environments;
* Project support for implementation projects; author end-user documentation, lead project definition workshops, periodic progress reports to clients and management.
* Prepare proposals; respond to bids and project tender invitations; deliver presentations.

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| **Infrastructure Specialist, Infrastructure Solution Services.** | *August 2001 - January 2003* |

* Responsible for managing and supporting internal applications and the network infrastructure of various external clients; supporting hundreds of corporate users.
* System administration including software and hardware installations, maintenance, upgrades, troubleshooting and user account administration.
* Manage incidents, problems and changes through their lifecycles balancing impact and priority.
* IT operations: windows patch management, deploying antivirus solutions, remote access configuration and application sharing using terminal services and Citrix Metaframe XP.

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| **Systems Engineer/Web Developer [Work experience]:** | *March – August 1998* |
| **Applied Services Limited (APPSERV)** - Private company. |  |

* Repairs, assembly and maintenance of desktops; configuring laptops for users.
* Trainee web developer. Website development using Ms FrontPage, JavaScript, VB Script.
* Collated and organized nationwide School multiple choice results using RDBMS-Dbase IV.

**EDUCATION**

1995 – 2000 B. Sc (Hons) Computer Science - University of Lagos.

**HOBBIES**

Reading, networking and organizing events.

**REFERENCES**

Available on request.