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#### ***CURRICULUM VITAE***

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## PROFILE

I have extensive Technical, Interpersonal and Business experience, which was attained in a variety of different Business environments. As a confident communicator I am able to work effectively with clients and colleagues individually or on a team basis. My ability to work well under pressure plus a willingness to work long unsociable hours when required, combine to ensure that I provide premium Quality of Service whilst maintaining the highest standards of professionalism and thoroughness.

## Key Skills

**Management** VIP Service Desk Manager, European Customer Service Manager, Print Service Manager, Management of Outsourced functions, Technical Support

Rollout Team Leader, ITIL V3 Knowledge, Project Management Knowledge

**PC and Application Support** 1st, & 2nd line Support including Trading environments

**Network Administration** Novell NDS, Windows 2000/2003 Server and ADS

**Operating Systems** NT 4, 2000, XP, Vista and Windows 7

**E-mail systems** All versions of Lotus Notes, MS Outlook and Outlook Express.

## Previous Work Experience

**December 2012 to Present**

Brent & Harrow PCT

116 Chaplin Road

Wembley

Middlesex

HA0 4UZ

Desktop Support Analyst providing 1st and 2nd line support to Brent and Harrow NHS users on all XP, Windows 7, Office 2003 & 2010. Active directory administration, create accounts, password reset etc. Email system used is Outlook 2010 and Service Desk system used is ServiceNow.

**April 2010 – December 2011**   
IT Service Desk Manager/Application Support  
HSBC Halbis and HSBC Global Asset Management   
78 St James's Street   
London SW1A 1JB   
  
My task was to set up from scratch a new VIP Service Desk for HSBC Halbis (the Hedge Fund arm of HSBC~ 250 users/$100Billion under management) with the expressed goal of expediting the resolution of all their IT related Technical issues and Administrative requests.

* Ascertain Business goals/requirements, SLA and Resources required to complete project
* Recruit, Train and Manage team of service desk analysts and ensure that agreed targets are met and appropriate qualitative standards achieved.
* Managed the external software suppliers for the various Banking applications. I liaised heavily with our Global Service Desk based in India and with the various IT Teams within HSBC for all hardware related issues (building/imaging/upgrades for PC’s and laptops.
* Incident managements and communication, accurate and timely recording of all incidents raised by the business.
* Develop and implement robust processes to ensure that a high quality service is provided to both internal and external customers.
* Implement methodologies to improve first call resolution.
* Analyse service desk activity and make recommendations for increased organisational efficiency and effectiveness.
* Implement staffing and scheduling models to ensure guaranteed coverage to the business
* Ensure that regular training and appraisals are provided to staff to ensure that each member of the team is able to provide the best level of customer support
* Ensure senior IT and Business Management are provided with status updates for serious issues.
* Production of weekly / monthly management information and performance statistics
* User administration for Thinkfolio and Frontier applications.
* Manage the five Application Inboxes and raise incidents where required
* Provide 1st line support to the business on all MS Office, Lotus Notes, Blackberry setups, laptop training on VPN/Citrix etc

**April 2009 to April 2010**

Managed Print Service Manager

Lexmark/Linklaters

1Silk Street

London

EC2Y 8HQ

My role was to implement and manage the delivery of Lexmark’s new Managed Print Services solution to their European Flagship client Linklaters.

* To manage the rollout of Lexmark Managed Print Services to 3000 Linklaters Users
* To subsequently provide advanced support, diagnostics and additional device support for supported printers.
* Manage day to day activities and work closely with the Lexmark Customer Operations.
* Maintain customer satisfaction and contract compliance.
* To support the Business Operations Team in ensuring accurate support of the Manage Print Service contract.
* To maintain accurate records of Lexmark devices/provide asset management reports and manage our hardware maintenance contract with Fujitsu.
* Provide ongoing training to the customer on managed devices.
* Report and manage hardware support calls with the Lexmark Service Desk.
* Development of onsite stock management process and execution.
* Installation management of new and replacement devices.

**May 2002 – July 2007:**

**IT European Customer Service Centre Manager**

Sumitomo Mitsui Banking Corporation

Temple Court

Queen Victoria Street

London

EC4N 4TA

I started at SMBC as part of the Customer Service Centre providing 2nd line support and Server Support. I was appointed Manager in early 2003 and I was responsible for the management of the European Customer Service Centre which included Deskside Support for the main London Branch, the European Offices of Paris, Brussels, Dusseldorf and Dublin, plus the remote offices of Moscow, Milan, Dubai, Johannesburg, Bahrain, and Tehran. I also worked very closely with our New York office and travelled there intermittently.

* Responsible for developing customer service standards, processes, policies, and procedures.
* Responsible for the hardware maintenance and asset management of all hardware for our European offices
* Managed the hardware contract with our external supplier
* Responsible for ensuring all software updates/patches/imaging were deployed without incident by liaising heavily with our internal IT Teams.
* Responsible for developing and managing customer satisfaction programs.
* Responsible for implementing a Customer Self-Service web based capability.
* Responsible for Desktop Computing procurement process inclusive of laptop & desktop PC's, printers, etc…
* Responsible for ensuring that CSC (Customer Service Centre) documentation is accurate, complete, and posted in a centralized database.
* Responsible for Problem Management Process including tracking, reporting, and problem volume reduction.
* Ensured proper staffing levels and support coverage.
* Oversaw all Incident tickets created by the CSC to ensure they are escalated accordingly.
* Ensured all Problems were Handled and escalated within Target SLA
* Ensured the CSC was operating at maximum efficiency
* Personally saw to the requirements of all senior London executives and VIP visitors from Tokyo
* Reviewed Severity 1 Problem Reports targeting root causes and preventive measures
* Developed a Customer Satisfaction Program utilizing industry best practice (ITIL) for determining customer satisfaction levels and continuous improvement (Customer surveys etc).

**February 2001 to December 2001**

Project Team Leader/Desktop Support

Chubb Insurance Company Europe S.A.

London EC3M 5ND

I started as part of a large Project Team implementing a UK and European Desktop standardisation project totalling 6000 users over some 20 National and International branches.

* Part of the Project Rollout Team for our European Offices
* Team Leader for two branch office migrations
* Technical support for all laptop builds & issues
* User training and support on the new system
* General Technical support for all queries
* Moved to the main desktop support team in London for day to day support issues

**July 2000 to Feb 2001**

### Applications Support

WestLB (Westdeutsche Landesbank Girozentrale)

### 18 King William Street

* Day to day support of the Cars Reconciliation System
* Created all documentation and procedures for the various departments
* Involved with testing new software and its implementation
* Main point of contact with our vendor company (Cars) for all issues

**March 99 to June 2000**

# 2nd Line Desktop support

# ABN AMRO Bank

* Technical/Desktop support for all users in the Bank
* Helped with the migration of systems and user testing to the new location to 250 Bishopsgate
* Provided 3rd line support for Banking applications such as Famas, Loanware, DCS and many more where necessary

**November 98 to March 99**

1st Line Helpdesk Support

# Deutsche Morgen Grenfell

23 Great Winchester Street

# London EC2P 2AX

* Provided 1st line support for all users in the Bank distributed across a number of London and UK sites

**March 98 to Sept 98**

1st Line Helpdesk Support

# EDS for Rank Xerox

Marlow

Buckinghamshire SL1 1YL

* Provided 1st line support for all Rank Xerox users

**August 1997 to December 1997**

1st line Helpdesk Support

London Borough of Hammersmith and Fulham

* Provided 1st line support for all users in the Borough

**Education**

McHale College Ireland 1987 – 1991

**To the Point**

* VIP Service Desk Manager, European Customer Services Manager, Print Services Manager and Technical Support – all in large multifaceted corporate environments.
* Excellent communication skills to C level with the ability to correspond in technical and non technical terms as pertinent.
* Proven ability building and maintaining relationships with external suppliers and clients including outsourced Services and Hardware provision contracts.
* Distinguished record of forging excellent relationships with internal IT teams/departments and presenting a united front to business end users.
* 15 years overall IT experience working in technical and non technical client facing roles covering all aspects of Information Services provision to local, European and Global Offices.
* Expert ability in developing, implementing and managing service policies and procedures for providing the highest Level of Service possible with continuous improvement a constant goal.