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# **WORK HISTORY**

**2011 – 2012. Service Improvement Manager**

Deutsche Bank – London

* Assisting with establishing a follow-the-sun service desk for all client and internal delivery team service issues.
* Establishing dedicated system admin staff to solve the majority of issues at first-touch.
* Acting as the first point of contact for the client with major service issues.
* Establishing new, developing and monitoring existing relationships with both client side and infrastructure side teams in order to improve the services delivered to the customer.
* Helping to align IT services to meet and exceed the expectations of the business and its external clients. Identifying service improvement initiatives wherever possible.
* Developing a first class service delivery culture within the department.
* Assisting with implementation of processes and procedures for collation and verification of service performance data.
* Perform regular reviews on the overall level of service delivered against expected service level targets, both at a summary level and at a service provider specific level.
* Identify opportunities for improvement across services to improve provision to the business and from service providers.

**2009 – 2011. UK Service Provisioning Manager**

Deutsche Bank – London

* Managed submitted service request portfolio on behalf of UK wide 500+ clients.
* Interacted with Service Design and Transition teams to make sure the delivery process progresses on track and in scope.
* Managed the client’s expectation for realistic handover and productionisation dates.
* Fostered a culture of continual improvement through various feedback methods.
* Provided weekly and monthly reports to clients working with them to supply meaningful information.
* Chaired weekly UK IES (Infrastructure Enterprise Services) Service Review meeting.
* Supported development of quarterly infrastructure forecasts with clients.
* Assisted with half-yearly and yearly financial forecast with clients
* Ongoing familiarisation with new IES products and services and introduction of these products and services to clients through continuous education.
* Familiarisation with the client’s infrastructure set up and business drivers for change.
* Reviewed client infrastructure base and provide both tactical and strategic cost reduction alternatives.
* Acted as the conduit back to IES for all service level/product feedback

**2007-2009 Dealing Room Services Manager, Western Hemisphere**

Standard Chartered Bank – London

* Responsible for management of IT services for 800+ users in four main trading rooms in USA, UK, Dubai, and India and satellite trade floors in other locations (Africa, Europe, etc).
* Management of 5 direct and 30 indirect reports.
* Responsible for allocating and managing annual operating budget of approx £5mil for western zone trade floors
* Securing, developing and managing relationships with both new and existing vendors, suppliers, and service providers to ensure the Group’s needs and budgets are adhered to.
* Responsible for determining, setting and managing project budgets on a variable, per-project basis.
* Coordination of support and change functions worldwide to ensure all centres operate to group standard regardless of regional differences.
* Driving cost minimisation with Market Data Business team by monitoring and auditing usage of feed provisioning from exchanges.
* Negotiating new agreements with Market Data vendors.
* Driving and managing a culture of continual service improvement through better developed senior stakeholder relationships.
* Acting as the final escalation point and liasing with senior business and vendor management to ensure all problems are resolved or otherwise mitigated to full business satisfaction.
* Working with senior business management to pro-actively determine technology best way forward in alignment with business direction.
* Working with Market Data Technology team in evaluating, testing, and implementing new technologies in order to increase and leverage the bank’s position.
* Ensuring that technical solutions proposed satisfy both the immediate and long-term needs of the business, and ensure adherence with the Group’s technical and security standards in all aspects of the team’s activities.
* Awareness of software development lifecycles to facilitate meaningful relationships with internal and external developers.
* Using knowledge of IT, Financial products and Best Market Practice to ensure that Global Markets, Risk Management and Finance achieve the best possible return for any investment made within the following arenas: networks, market information systems, services and communications.
* Responsible for identifying and determining course of technology development implementation to facilitate support services for the users.
* Developing, planning and implementing improvement programmes on related IT infrastructure.
* Coordination and implementation of projects worldwide ensuring they are adequately supported and with no disruption to existing systems and services.
* Managing the risk register for applications and infrastructure owned by Dealing services.
* Evaluating the technology solutions delivered by business and Financial Markets development teams and developing acceptance criteria and processes for the operability and supportability of the solutions.
* Defining, compiling and analysing metrics and reports to discover and manage worldwide trends in incidents, problems and user requests.
* Responsible for introducing, defining, and spreading ITIL methodology through Dealing Room Services.

**2006 – 2007 Acting IT Services Manager**

ANZ Investment Bank – Australia

Key Responsibility Areas

* Acting as the primary liaison between business and technology with regard to all projects, changes and major incidents/problems. This included gap analysis, cost estimation, negotiation of timeframes, and other aspects of relationship management.
* Assisting in projects with regard to allocation of resources and budget. This primarily consisted of insuring that current support standards were maintained during the project lifecycle.
* Coordination of staff across support tiers and the establishment of flexible job functions allowing staff to both cross-skill and contribute in areas where most resources were required.
* Managing the progression of ANZIB’s technology policy in line with current sector trends. This included meeting with senior business unit heads and analysing their requirements with regard to new products and technology.
* Management and support of IT team with both technological and HR issues (20 staff). Included – but not limited to – setting and maintaining KPIs/KRAs, assessing training needs, and one-on-one issue resolution and mentoring.
* Involved with the transfer of IT operations, development and support to Bangalore (India). This included an analysis to determine which functions could be off-shored and liasing with the team in Bangalore to ensure a seamless handover.
* Participated in introducing Sarbaines-Oxley regulations to Investment banking applications.

**2001 - 2007** **Service Desk Manager**

ANZ Investment Bank - Australia

Key Responsibility Areas

* Co-ordination of 1st level support for dealing room/trading floor and back office staff in Australia and worldwide. This included Foreign Exchange/Money Markets, Market Risk, Group Treasury, Corporate Banking, Business Banking, Blackberry users and assorted others. Approx 3000 users.
* Co-ordination of 1st level support for external users of ANZ Online FX trading package (FX Online). As this was external client facing support it included the keeping of detailed records and compliance with financial regulatory body advice.
* Management and support of Service Desk team with both technological and HR issues. (5 staff) This included the setting and maintaining of KPIs/KRA, one-on-one issue management and mentoring, training requirement appraisals, and acting as staff liaison to senior management.
* Management of escalated incidents and ongoing problems. Liaising with customers (including traders and desk heads) as to their requirements and escalating issues to 2nd/3rd level support or the appropriate application managers if and as required.
* Management of customer expectation with regard to work times, service levels and support responsibilities.
* Training both IT and business staff in the use of new systems. Conducting one-on-one and group training sessions.
* Service Level Agreement negotiation.
* Vendor management with regard to SLA, provision of hardware/software support, etc.
* Preparation of reports for both incidents and projects. This included metrics for specific purposes, ie: increasing the Service Desk staff numbers.
* Working with interdepartmental resources towards best positioning of ANZ systems with the addition and change of both technology and processes.
* Working closely with the business and senior technicians to ensure ANZ is using the best processes, hardware and software for its business purposes.
* Other duties as per Service Desk Officer, detailed below

**1999 - 2001** **Service Desk Officer**

ANZ Investment Bank - Australia

Key Responsibility Areas

* Maintaining incident recording, escalating and resolution.
* Creation and maintenance of user accounts (Active Directory, EBS, Reuters Dealing, etc).
* Systems monitoring.
* Operational tasks such as backups, maintenance of server logs, etc.
* Liasing with external vendors.
* Supporting 4 Exchange, 5 Windows and approx 20 various other main servers.

##### **Technological Familiarity**

###### Software

* + - * Windows NT, 2000, XP, Vista.
      * Mac OS X
      * Midrange (AS400)
      * Mainframe systems
      * \*NIX systems
      * Active Directory
      * Reuters 3000
      * Bloomberg
      * Other Market Data applications.
      * Various trading applications
      * Infra Service Desk incident recording package
      * Unicentre AHD incident and change management software
      * Remedy incident and change management software

###### Hardware

* + - * PC platforms
      * PC architecture servers
      * Nice and Eyertel brand telephone line voice recorders
      * Blackberry hardware
      * BT DealerBoard consoles

### EDUCATION

**2011** ITIL V3 Foundation

**2009** PRINCE2 Foundation

**2008** Various internal management courses – Standard Chartered Bank

**2005** ITIL V2 Service Management Certification

**2003** Management Training course – ANZ Investment Bank

**1999-2007** Various software specific training courses – ANZ Investment Bank

**PERSONAL INFORMATION**

**Nationality:** Australian/Polish

**Other languages spoken:** Polish (fluent)

German (basic)