

SIMON HEWINS

ITSM Technology Manager / Incident Manager

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Work Experience

Head of Support / Incident Manager

Onecom (Qeetoto Contract / Maternity cover)

Apr 2022 - Sept 2022

- Successfully executed a 'Head of Support' contract for the UK's largest independent telecoms providers.
- Managed a 14 person L1/L2 team and extended L3 support team to provide outstanding customer service.
- Managed stake-holder interactions with CTO, Business Owners, Engineering, and Project teams.
- Successfully delivered all requirements of a ITIL based Service Function including Change, Incident, and Problem Management functions.

Head of Technology Support / Incident Manager

Yapily

Jul 2019 - Mar 2022

- Delivered a 24x7x365 high-performing Open Banking API Technical Support service function. Built and managed a support team with 4 direct reports based in the UK and India.
- Improved customer experience and satisfaction through design and implementation of customer-centric, ITIL-based Change, Incident, and Problem Management processes.
- Helped grow the company from 14 to over 120 staff through recruitment, training, and mentoring. Successfully onboarded Yapily's first, largest, and most strategically significant customers. Helped the organisation and its customers progress from start-up to scale-up. Directly contributed to the success of securing Series-B funding.
- Regularly engaged with C-level executives, developers, engineers, and business and technical customers - tailoring communication appropriately.
- Successfully delivered a high-risk Brexit project to ensure Yapily maintained business-continuity when the UK left the European Union. Migrated 100s of bank registrations without customer impact

Head of Open Banking API Support / Incident Manager

Natwest Group

Dec 2017 - Mar 2019

- Built from ground-up a global, 24x7x365 support function to service all Natwest Group customers' requests.
- Responsible for Hiring & Training, Request fulfilment, Vendor Management, Stakeholder Engagement, MI Reporting, Audit, and Risk Management.
- Enabled Natwest Group's first Open Banking Customers realise the benefit of the API service provided through onboarding and account management activities.
- Provided business insight into Open Banking business and technical operations through creation of reports and dashboards (Splunk, AppDynamics, Jira Service Desk, etc) to generate required data for OBIE regulatory reporting and to aid the support team in fault diagnosis
- Enabled RBS to launch its Open Banking API service meeting regulatory mandated deadlines by performing all registration activities and delivery of key OBIE requested information.

DevOps Transformation Change Consultant

Natwest Group

Dec 2016 - Dec 2017

- Delivered 'Continuous-Delivery' and DevOps adoption workshops to help customers realise the benefits of adopting CI/CD initiatives.
- Helped customers to understand their DevOps maturity through the creation and delivery of DevOps Maturity-Model literature.
- Delivered the Bank's first Continuous-Delivery MVP (Minimal Viable Product) helping both the customer and the bank achieve their intended business outcomes.
- Empowered customers to reduce risk and quicken delivery cycle times through the creation of an 'Automated Testing' Community of Practice

Global Head of Middleware Operations / Incident Manager

Natwest Group

Aug 2012 - Dec 2016

- Built and cultivated a global team to deliver ITIL Service Operations processes including: Change Management, Incident Management, Problem Management and other ITIL processes.
- Managed a 40+ global team with team members based in Singapore, India, London, and New York.
- Reduced operational risk through orchestration of business-continuity and disaster-recovery events, ensuring any identified issues were captured and resolved through the bank's risk management process.
- Reduced annual running costs by £270k-a-year through implementing strategic offshoring whilst not impacting team morale or customer service.
- Delivered a major integration project consolidating two bank's technologies (ABN and RBS) on to a common middleware, enabling application simplification and cost reduction.

Licences & Certifications

- LeSS Practitioner
- ITIL Service Strategy • Service Transition • Service Design • Service Operation • Continual Service Improvement
- Microsoft Certified: Azure Fundamentals

Education

- University of Sussex: Electronic Engineering (MEng), 1994-1998

Skills

ServiceNow • Salesforce • Incident.io • Rootly.io • Pager Duty • Geneos • JIRA Service Desk • Zendesk • Kanban • Scrum • Agile & Waterfall Methodologies • Cloud Computing • Atlassian Suite • Product Management • Jira • User Stories • Software Development Life Cycle (SDLC) • Business Analysis • Confluence • Stakeholder Management • Change Management • DevOps • Consulting • Unified Modelling Language (UML)

Additional Information

Entrepreneur: I established Qeetoto Ltd outside of my regular career path to create and operate IT products and services including: Schemation - a database continuous integration productivity tool, Texas HedgeEm - a revenue generating online game, and ConsentWise.io - an Open Banking testing and consultancy service.