**Peter Wylie**

**Mobile** 07734 179771 **Email** peterrwylie@gmail.com **LinkedIn** [Profile](https://www.linkedin.com/in/peter-w-77a3166/)

Profile

Experienced Senior IT Service Manager and Consultant with a passion for customer success who has a proven history of exceeding service contractual obligations for clients and driving service management improvements. He has worked for a diverse range of clients (outsourcing, consultancy, and direct) across various sectors including financial services, public utilities, telecoms, mobile, and media.

Certified ITIL Expert (v3). Further credentials include ITIL V2 Red Badge, CPDE, ISO, CMMI, Cloud Computing (Foundation) and Certified Service Management technology trainer: Extensive exposure to Cloud, ServiceNow, multi-tiered supplier environments, Agile, and DevOps. Excellent record of delivering Service Improvement initiatives, reshaping Service Designs, and transitioning technologies into Service.

Further roles include serving as Head Coach of The Spartans FC u17s (boys) since July 2022, and Coach & Child Protection Officer at The Spartans FC since 2011.

Key Achievements

* Exceeded availability targets for Sainsbury’s Bank, TSB & Phoenix Group Services, ensuring Critical Business Services maintained a 'Green' status from 2014 to 2021 with zero service penalties applied by divested or business partners.
* Implemented diverse service improvement initiatives, including emergency Incident, Problem, & Change Management measures, currency/resilience enhancements, supplier engagements, and internal escalations resulting in the Standard Life Customer Digital platform 'Returning to Green'.
* Initiated a service improvement program that stabilised Sainsbury’s Bank online channel, significantly enhancing channel availability for customers.
* Designed and transitioned multiple Services including standardlife.co.uk and various Customer Digital solutions. Affected changes to service processes and models (Service Now) and ensured compliance with Disaster Recovery requirements for new and existing Customer Digital Services.
* Reduced business impact for multiple clients by efficiently managing Critical Incidents to resolution within SLA and conducting effective Problem Management to mitigate against repeat Incidents.
* Devised and implemented robust VCS Service Management processes for the RBS Virtual Client Services Programme. Applied ITIL SM framework to innovative technologies including Applications Sequencing (App-V), Citrix PVS, Virtual Gold build (Xen-App), and Thin Client (Kiosk), with all Client deliverables approved by RBS within target timelines.

Employment History

**Senior Service Manager & Consultant – Customer Digital (Online & Mobile)**

Phoenix Group – Contract Jul 2019 – Jun 2022

* Over a 2+ year period, surpassed service availability targets for multiple Critical Digital Services
* Implemented various service improvement initiatives, including 'intensive care' solutions for Digital, Finance Services post project recovery, a new Problem Management process, and Incident Management enhancements, resulting in sustained high availability.
* Introduced a new business/user outage communication solution within Service Now, ensuring accurate and targeted communication during outages.
* Delivered written and verbal comms to IT and business division C-Suite executives and senior stakeholders.
* Executed Service Design & Transition initiatives for various Critical Business Services as part of an organisational outsourcing agreement, defining integration touchpoints with new suppliers and adapting existing designs for the new framework.
* Implemented new 'best practice' ITIL methodologies within IT Operations teams, optimising process workflows, and data efficiency.
* Transitioned various technologies into Service, being personally accountable for service performance.

**Senior Service Manager – Divestments (Sainsbury’s Bank and TSB Services)**

Lloyds Banking Group - Contract Apr 2013 – Jun 2019

* Service Owner for core banking products and key channels, ensuring compliance with contractual obligations between LBG, Sainsbury’s Bank, and TSB.
* Managed technical recoveries and effectively communicated critical and high business-impacting incidents to divested partners. Orchestrated high-risk change activities and facilitated agreement on planned Business impact. Oversaw multiple technical teams and suppliers, interfacing at Director level within LBG-IT and with LBG, Sainsbury’s Bank, and TSB Businesses.
* Consulted on the transition of multiple Services migrated from LBG to Sainsbury’s Bank, facilitating smooth transitions and maintaining service quality.
* Implemented various Service Improvement activities which delivered significant benefits to the Sainsbury’s Bank Credit Cards Service, and online channel.
* Designed and ran the Incident Management function for credit cards data migrations from LBG to third party First Data. Ran the function for 8 Dress Rehearsal and 2 Live Events, all of which migrated fully with no unresolved Major Incidents.

**Major Incident Manager**

Tesco Bank – Contract 2011 – 2012

* Managed the recovery of Critical Incidents impacting Savings, Loans, Insurance and Credit Cards
* Fulfilled the role as the bank-wide central contact point for Major Incidents. Instigated emergency Service Recovery Processes. Invoked technical resources and key Service personnel tasked them to restore service. Liaised to Director level within IT and the business. Performed the role of on-call Major Incident Manager part of 24x7 shift patterns.
* Conducted Problem Management activities driving root cause investigations and risk mitigation actions to maintain service stability.

**Service Architect: Virtual Client Services**

Fujitsu (RBS) - Contract 2010 – 2011

* Designed and implemented Service Operations processes for the RBS Virtual Client Services (refresh) Programme implemented by Fujitsu across RBS.

**Service Delivery Manager**

BT (Scottish Water Programme / CEC Programme) - Contract 2006 - 2010

* Ensured BT met or exceeded contractual commitments to Scottish Water for a 10-year network contract covering Data, Voice, Mobile and Telemetry.
* Designed and implemented Incident, Change, and Problem management disciplines to meet client driven requirements. Successfully transitioned and managed technologies into service.
* Led a team of Network Communications personnel and various third party suppliers to ensure Incident and Problem resolution within SLA. Managed suppliers to successfully drive performance improvements.
* Project managed the implementation of Service Management processes and procedures for two major accounts: City of Edinburgh Council (£100m+ pa) and Scottish Water (£45m+ pa).

**Service Management Consultant** – Aegon - Contract 2005

**Service Support Consultant -** Royal Bank of Scotland - Contract 2004

**Service Management Consultant -** BT NHS SPINE Programme - Contract 2003

**Service Management Consultant** - EDS/SKY 2001 – Contract 2002

**SCM Consultant / Trainer -** Serena Software Limited: EMEA, USA & Africa 1999-2001

Education

UWE (Bristol) BA History & Politics (Honours)

Napier (Edinburgh) Post Graduate Diploma Business and Information Management