

# Richard Cleasby

## Head of IT Infrastructure

### AREAS OF EXPERTISE

*Project management*

*IT management*

*Managing crisis situations*

*Resource vendor management*

*Business analysis*

*Financial control*

*Project Delivery*

*Integration*

*Telecommunications*

*Video Conferencing*

### PROFESSIONAL

*MCP*

*Prince2 Project Management  
Practitioner*

*Shoretel IP Telephony  
Technician*

### PERSONAL SKILLS

*Decision making*

*Manage resources  
effectively and deliver  
quality service*

*People skills*

*Leadership skills*

### PERSONAL DETAILS

*Richard Cleasby  
Moss Gate  
Temple Sowerby  
Penrith  
Cumbria  
CA10 1RZ*

*T: 01768 362221  
M: 07803 017797  
E: [cleasbyr@yahoo.co.uk](mailto:cleasbyr@yahoo.co.uk)*

*DOB: 05/05/1972  
Driving license: Yes  
Nationality: British*

### PERSONAL SUMMARY

A multi-skilled Head of IT with good all-round supervisory and technical expertise. Very capable with a proven ability to ensure the smooth running of IT systems and to provide IT services that will improve the efficiency and performance of a company. Extensive practical knowledge of complex systems, hardware, Shoretel IP telephony, Video Conferencing, network support, technical support and computer repairs.

Looking for a new and challenging managerial position, one that will make best use of my existing skills & experiences also further my personal development.

### WORK EXPERIENCE

#### ***Stobart Group - Carlisle***

**Head of IT Infrastructure- Jan 15 - Present**

Responsible for the efficient day to day operation of the IT function with input to Group IT projects where required. Responsible for the day to day management and development of the divisional IT team, ensuring department objectives are achieved via pro-active management of resources. To plan, manage and coordinate the delivery of IT projects, service delivery and support services, ensuring IT to business and IT to customer SLA's and KPI's are achieved.

#### ***Duties:***

- Plan, Manage and co-ordinate IT staff and IT systems resources to support business operations
- Strengthening the IT infrastructure through to implementing new technologies.
- Responsible for hardware and software installation, maintenance and repair.
- Performing routine audits of systems and software.
- Manage the IT budgets and expenditure on hardware and software.
- Developing & maintaining the company IT systems and software.
- Recommending and implementing improvements and efficiencies.
- Reporting to the Managing Director.
- Having excellent time management, confidentiality & communication skills.
- Having strong IT, commercial, planning and budgeting skills.
- Management of server software and associated backup routines.
- To evaluate, test, advise, train and support I.T. related projects.
- Procurement of IT hardware, software and maintenance products & services.
- Responsible for the recruitment and training of new staff.
- Writing documentation for IT procedures, policies and disaster recovery.
- Maintaining documentation of changes regarding users, functions & systems.
- Managing the internal & hosted network infrastructure including: firewalls, servers, switches and telephony.
- Provision of IT Infrastructure to new Stobart Group Sites

### KEY SKILLS AND COMPETENCIES

- Extensive knowledge of: Microsoft Windows Server 2003, 2008, 2012 Microsoft Exchange Server 2003, 2007, Office 365, wired and wireless networking skills, desktop and server hardware and antivirus, Shoretel IP telephony and Polycom HD Video Conferencing. Also skilled in VMware and Hyper-V technologies.

### ACADEMIC QUALIFICATIONS

Prince2 – Registered Practitioner

**APMG International – QA Training Manchester Feb 2011**

Shoretel IP Telephony System Design and Admin

**Shoretel White Waltham 2010**

GCSE: Six GCSE's including Mathematics, English and Physics

## PREVIOUS TRAINING

**2012-Certified Microsoft Course MS6451 – Planning, Deploying & Managing SCCM 2007**

**2005-Certified Microsoft Course MS2824 - Implementing MS Internet Security Acceleration Server 2004**

**2004-Certified Microsoft Course MS2400B- Implementing & Administering Exchange 2003**

**2003-Certified Microsoft Course MS1572-Implementing & Administering Exchange 2000**

**2003-Certified Microsoft Course MS2209 Updating System Administrator Skills from MS Windows 2000 to Windows Server 2003**

**2003-Certified Microsoft Course MS2210-Updating Systems Engineer from MS Windows 2000 to Windows Server 2003**

**2003-Microsoft Access XP Advanced Course**

**2003-Comp TIA A+ Core Hardware and Operating Systems**

**2003-Introductory Crystal Reports Course**

**2002-Introductory Dreamweaver Course**

**1998-CPC in National Transport – Carlisle College**

**1998-CPC in national / International Passenger Transport – Carlisle College**

**1992 -Trained Service Engineer – In house at KEW Cleaning Systems**

**1989 - Rotary Youth Leadership Award**

## WORK HISTORY

### ***Stobart Rail (Part of Stobart Group) - Carlisle***

Head of IT - June 2001 – December 2014

Responsible for the efficient day to day operation of the IT function with input to Group IT projects where required. Responsible for the day to day management and development of the divisional IT team, ensuring department objectives are achieved via pro-active management of resources. To plan, manage and coordinate the delivery of IT projects, service delivery and support services, ensuring IT to business and IT to customer SLA's and KPI's are achieved

### ***Eddie Stobart Ltd (Part of Stobart Group) - Penrith***

Depot Operations Manager – March 1996-June 2001

Responsible for the day-to-day running of a busy transport depot. Managing, motivating, a workforce of 30 drivers and 3 wash staff. Planning and costing of 30 Vehicles. Quoting and arranging travel on ESL Coach. Building profitable relationships with a wide range of clients for the ESL coach, from global corporations to sole traders. Communicating effectively in person, on the telephone and via the Internet.

### ***Alfa Laval Agriculture, NDC - Carlisle***

Van Sales Representative – November 1995-March 1996

Maintaining / growing existing customer base. Traveling around dairy farms to supply agricultural products.

### ***KEW Cleaning Systems (Now Nilfisk) - Penrith***

Field Service Engineer – October 1992-November 1995

Servicing fixed installation low / high, pressure wash systems. Responsible for approximately one half of the United Kingdom including reaching a target set for service contract / accessory sales.

### ***Total Mailroom Systems - Alston***

Technical Representative – December 1991-October 1992

Sales / service of office equipment.

### ***Masons Garages - Carlisle***

Car Sales Executive – May 1991-December 1991

Sale of motor vehicles. Also maintaining a high after sales customer satisfaction.

### ***Dixon & Watt Insurance Brokers - Penrith***

Insurance Clerk – August 1989-May 1991

**REFERENCES** – Available on request.