CURRICULUM VITAE

M r   C h r i s   L a n e

PROFESSIONAL

PRINCE2 Foundation & Practitioner

ITIL Foundation Certificate

Certificate in Information Security Management Principles

FAST Approved Software Manager

Management Skills Certificate

Microsoft Access (Advanced)

NT Server & Administration

AREAS OF EXPERTISE

Business as usual / operations

Project management

IT technical

Financial control

Leadership and teamwork

Business analysis

Supplier engagement

PERSONAL DETAILS

E-mail: chris_lane42@hotmail.com

Mobile: 07769 755763

Salary sought: around £50k+ basic

Availability: interview: 2/3 days
start: 12 weeks

Address (**looking to relocate** *):*
18 Riley Close
Lincoln
Lincolnshire
LN4 2QS

Driving licence: yes

Personal Profile

I am an enthusiastic and innovative manager in IT, with an extensive background in all areas of IT (including hands on technical roles). At a number of private and public sector organisations, I have successfully delivered business as usual IT services and projects, with financial control. I have managed and developed teams.

I am now looking for a role which will give me the opportunity to progress my career (eg Head of IT, IT Manager, IT Operations Manager, IT Service Manager, IT Service Delivery Manager, Head of Information Services, Information Manager, or similar role).

Work Experience

I am currently working in the IT Department at Siemens Industrial Turbomachinery in Lincoln. With 362,000 employees worldwide, Siemens in the UK has 13 manufacturing sites and 24 major office sites, with over 13,000 employees. At Lincoln more than 2,000 employees design, manufacture and maintain small gas turbines. This facility exports to power plant operators worldwide.

Siemens Industrial Turbomachinery – Lincoln
IT ACCOUNT MANAGER / INFORMATION SECURITY ADVISOR

- February 2007 to present

I ensure the business receives the most cost effective and efficient IT service. I monitor and control the demand management process for the delivery of all IT services and solutions. I protect the business information assets and intellectual property rights by educating and enforcing corporate policy. This complies with ISO27001 and is supported by ISO27002.

- Account Management
  - The section of the business that I represent has a 100% return on its investment from its IT budget (aligned with the business and IT strategies). I am the lead representative and spokesperson in IT for a section of the business. I own the business customer interests.
  - For my 600 users, waste caused by the inefficient use of IT services, due to misunderstandings between the user and IT supplier is avoided. Money is not wasted on services ordered in error, or with the expectation that they were the correct service(s) to solve a problem. Understand the business requirements and translate these into efficient solutions – services provided by the suppliers. Plan ahead by developing road maps for used services reaching end of life.
  - Maximise the potential from the delivery of projects in terms of time, scope and budget. By being an additional representation of the business interests in all IT project management teams.
  - Increased user engagement with the services. Promotion of the services – what they offer and how to use them (informal conversation to formal training sessions).
  - Understanding of the current suppliers (58) relevant service (1000+) offerings. Develop and maintain relevant IT product portfolio.
- Financial Controlling
  - IT's annual budget of £7m for its 100+ charged services (for 2,000 users across 5 sites), is forecast, monitored and controlled. Set up and maintain the Service Oriented Charging Model project in SAP. Periodic and ad-hoc reporting / monitoring.
  - I provide evidence that I am planning, monitoring and controlling my 40 services, with their £1m budget. Budgeting, monitoring, and forecasting for 40 services. I am the owner, the cost expert on these services. I understand the volume/cost incurred in FY17, participate in the monthly reviews, provide a forecast when required and identify cost saving opportunities.
- Projects (example)
  - Reduced costs of printing service across the business from £370k to £210k per year. Put out our requirements to tender. Negotiated the best deal between the business and the supplier.
  - A coordinated and efficient response to help desk calls. Last year 98% of calls met or exceeded Service Level Agreement. 2,300 users across 5 sites with 100+ help desk calls per year.
  - Ensure the supporting printing application is running on the server – with at least 98% up time. IT Help desk or the on-site printer engineer alerts me. Perform routine health checks on the server. Plan patching and upgrades.

- Maintain service uptime to at least 98%. Align the printer locations to the changing user requirements. Produce and monitor monthly volume 'heat maps' for the printer fleet. Review the help desk calls. Take action to move printers to satisfy changing demands.
- Information Security
  - Follow the current best practice for Information Security. Checked by internal audit team. Implementing policy 27001, 27002 aligned to corporate policy.
  - Reduce the potential risk/damage to the company caused by data leakage. Awareness campaigns. Workplace inspections.
  - Identify, assess and control information security risks – to reduce the impact of risks on the business.
  - 100% all local systems have no known security vulnerabilities. Implement advice from corporate groups.
  - Provide support to the business in cases of suspected fraud.
- Software Asset Management
  - Avoid any legal consequences. Asset management system reports – Purchase licence shortfalls.
  - Save costs (£15,000 last year). Encourage use of cheaper (or free) approved alternatives.
  - Identify customer base to help calculate upgrade costs, or users who need to be migrated. Licence and asset reporting.
- Acting **IT SERVICES MANAGER** - April 2015 to June 2016
  I delivered IT solutions and support, for all the business functions (2,300 users), in-line with the business and IT strategies.
  - Enabled and enhanced business processes and provided solutions, by the delivery of IT services to the company's 2,300+ users (with demand management) in line with the IT and business strategies. IT services included data centre (hosted applications, file storage space), desktop services (applications and hardware), and infrastructure solutions. Four direct reports and supplier on-site management.
  - IT Financial Controlling. Budget preparation and monitoring (£6m). Monthly review of each service line's costs to maintain targets. SAP project maintenance (Service Oriented Charging Model used to recover costs from each user and cost centre in the business). Supervision of purchase order raising on internal and external suppliers. Responsible for the IT month end charge out run. Invoice clarification, reviewing and approving/disputing.
  - Reviewed supplier delivered services against SLAs (and contracts). To look for efficiency and/or cost reduction.
  - Participated in internal and external audit activities for Siemens and legal requirements.

IT SERVICE MANAGER - March 2006 to February 2007
I performed the IT Service Delivery function (ensured business IT requirements were met) in line with the IT Strategy and Service Level Agreements. Successfully managed a team of three service coordinators (delivered services within SLAs), who processed the customer's (1,800 users, 4 UK sites) IT service requests.
- Controlled the consumption of IT services using demand management techniques.
- Provided budget forecasts based on trend analysis and business notified growth predictions.
- Developed a database to capture service related invoice data, and produce charge back data.
- Produced reports for Help desk KPIs against SLAs, Service Requests and service consumption.

American Standard Plumbing (Ideal Standard, Armitage Shanks, Trevi, etc) – Hull
IT HELP DESK MANAGER – May 2002 to January 2006
I successfully managed the geographically split IT Help desk team of 6, while also providing hands on support. This team provided 1st and 2nd line support to the commercial and manufacturing users' systems. Included hardware and software support for all the desktop clients and peripherals (printers, bar code readers, etc). The business had 1,300 IT users located on 10 UK sites.
- Ensured all live systems were operated, maintained and supported within SLAs.
- Project managed: LAN/WAN, IP Telephony, application roll outs, hardware roll outs, etc.
- Software assets: Managed for cost saving potential and legal requirements.
- Interviewed new, and developed existing staff.

IT TECHNICAL
Extensive experience of sourcing and supporting hardware and applications which include:

Helpdesk (Remedy, ServiceNow, Royal Blue, ServiceDesk Plus) and remote desktop control utilities.

CRM (Oracle)

ERP (SAP)

Applications:
    MS Office Suite (Access,
    Project,
      Sharepoint, InfoPath, Outlook)
    LibreOffice
    AutoCAD
    MindManager
    Crystal Reports
    Browsers (IE, Firefox, Chrome)
    VeraCrypt
    SafeGuard LAN Crypt
    Compression utilities
    ... and many other packages.

Cloud:
    Azure & AWS

OS Server:
    Server (Microsoft to 2012)
    Linux (Ubuntu)
    Exchange
    MS SQL Server
    MySQL
    Backup systems
    Anti-virus systems

OS Desktop
    MSDOS3 to Windows 10
    Linux (Ubuntu , Arch, Raspbian)
    VMware

Programming:
    VBScript
    Libre Basic
    SQL
    C++
    Assembly

Networking - TCP/IP protocol suite (inc. DHCP, DNS, SFTP, NFS, SMTP, etc). Routers, switches, firewalls, etc.

- Documented and implemented procedures and policies to increase the Help desk's efficiency.

Netcom Global Ltd (Beverley, Nr. Hull)
TECHNICAL SUPPORT ENGINEER – March 1999 to March 2002

I provided contract support for various clients (**Reckitt Benckiser, Novartis, DuPuy, Forge Plastics, Portakabin**, etc). Roles ranged from IT Help desk Support through to IT Manager. Number of IT users ranged from 40 to 1,200 located at up to 100 sites. Contract duration was from 3 hours to 1½ years. This included network infrastructure and desktop support.

Contract as: **IT MANAGER** – North Cumbria Health Authority (Carlisle) 1½ years
- Primarily responsible for the operation (and budget) of the IT department ensuring alignment with business objectives: to plan, coordinate and direct all operational activities of the IT department.
- Managed 5 staff (hands on role), who in turn provided support to the Health Authority's 3 sites and 60 GP practices.

East Riding Health Authority (Willerby, Nr. Hull)
IT HELP DESK TEAM LEADER - October 1996 to March 1999

I established an efficient IT Help desk. Managed a team of two to provide 1st & 2nd line network and desktop support. Internally this covered three sites across the WAN with approx. 200 users. Externally this covered 102 GP practices across the county with approx. 400 users.

SENIOR INFORMATION ANALYST - July 1995 to October 1996

I sourced, analysed, and reported all GP patient activity data, monthly for 102 GP practices. The practices were then paid based on the results. Responsible for database systems design and development (using SSADM techniques). Team of three in the Primary Care Information section.

INFORMATION ANALYST - November 1994 to June 1995

I provided the Health Authority with GP patient care statistical and billing information (Items of Service). Team of two in the Primary Care Information Section (my line manager and me).

INFORMATION ASSISTANT - October 1992 to October 1994

I supported the GPs who had joined the government's new GP Fundholding scheme (which transferred some control of the Health Authority's primary care budget to GP practices). Patient referral data collection, recording and analysis for 60 GP fundholding practice's budget impact activities. Scope was East Yorkshire and North Lincolnshire (formerly Humberside). Part of a team of three (within the Finance department).

British Petroleum PLC (Easington, Nr. Hull)
IT SUPPORT ANALYST – June 1989 to August 1990

I spent my degree sandwich year providing 1 and 2 line support (in a department of three: Information Systems Section) to the gas terminal's 130 users (100 on-site, 30 on three platforms in the North sea). This included some database and UNIX development work.

Educational Qualifications
B.Sc. Honours Degree in Computing Science – Staffordshire University – 1987 to 1991
B.T.E.C. Diploma In Computer Studies – Hull College of Further Education – 1985 to 1987

Other Information
Hobbies:
- I have keen interest in photography (3/5th qualified).
- DIY: just about any job, especially if I've never done it before.
- I am a hobbyist Raspberry Pi (tiny computer) tinkerer. I have one set up as a secure family file server and another as a home media centre. I enjoy the puzzle of pushing these tiny devices to their limit.
- Car repairs: I do all the maintenance on my modern car, and repair my project car. I have recently learned how to weld (and how not to weld!).