

CLIVE BANKS

Crowborough, East Sussex
07973 761 469 | clive@clivebanks.co.uk

SERVICE DELIVERY MANAGER

Quality-driven leader with more than 12 years of experience orchestrating delivery of complex technical and operational services within a wide range of business environments. Highly committed to elevating client experience, ensuring compliance with SLAs and corporate policies, procedures, budgets, and regulations. Skilfully identifies and targets areas in need of improvement, implementing satisfaction surveys and working closely with customers to address individual needs. Forges and cultivates productive relationships with clients, staff, and management in order to facilitate attainment of challenging business objectives. Accomplished team builder and project manager with an impressive portfolio of successes.

Key Highlights:

- Maintained a culture of continuous service improvement, reducing complaints and boosting customer satisfaction through effective management and allocation of resources.
- Maintained top levels of service readiness through effective risk and incident management.
- Enhanced service offerings by working closely with end users to understand their needs and analyse individual feedback, and with the service technology teams to deliver improvement.
- Worked collaboratively with technical stakeholders and supplier to ensure compliance with business needs.
- Played an instrumental role in complex negotiations and establishment of SLAs.
- Standardised communications to proactively inform business stakeholders of service changes and issues.
- Expertly managed incidents in the areas of service unavailability and outage, information security, access control, messaging, conferencing and bookings. Minimised major incidents for Hosting tower by improving the performance of managed applications.
- Slashed recurring issues through implementation of root cause analysis and problem-solving plans.
- Recommended highly effective mitigation plans and roadmap upgrades to eliminate legacy risks.
- Improved data management while achieving financial savings through enhanced storage.
- Optimised communication and collaboration as Chair of monthly Service Review Governance meetings attended by customer stakeholders, suppliers, vendors, and team members.
- Sponsored, managed and provided SME consultation for implementation of new ITSM tool (BMC Remedy) for call logging and reporting, managing changes, problems, risks, and incidents.
- Introduced Service Request Management application for refresh of online Service Catalogue.
- Launched new IT asset management and reporting systems.
- Established software / hardware asset management processes and policies.
- Collaborated with software compliance specialists on transformation planning focused on software asset management service improvements to secure Bronze / Silver FAST accreditation.
- Proactively enhanced the performance of End User Compute services, including videoconferencing, room booking, workplace / workforce user resource, capacity management and user storage systems

CORE COMPETENCIES

ITIL Methodologies | Client Journey Optimisation | Stakeholder Relations | Supplier Management
Problem Solving | Accounts Management | IT Services / Support Management | Change Implementation
Continuous Improvements | Trend Analysis | Risk Assessment | Business Improvement (BI) | SIAM
Service Reviews | Reporting | Cross-Functional Communications | Procurement / Transition
Staffing | Training | Mentoring | Recruitment | Software | Agile | Scheduling | Audits

PROFESSIONAL EXPERIENCE

Informa plc. – Global Exhibitions Division

Senior Service Delivery Manager

Senior Service Manager supporting the Global Exhibitions division of Informa plc. Responsible for assuring the end-to-end operational service delivery of IT services provided to GE by Group IT to ensure a positive customer experience, maintain acceptable service levels, drive best practice and service improvement, provide major incident management, support business planning, and act as the single point of contact at an operational management level for coordination between GE and Group IT.

UK

07.2017-Present

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EARLIER ROLES

BBC

Service Assurance Manager – Design and Engineering Division	04.2005-03.2017
Technology Consultant – Technology Division	03.2004-04.2005
IT Coordinator – Television Business and Finance	01.2004-03.2004
Asset Manager – Technology Finance	05.2001-01.2004

BBC and Freelance

Location Director on 'Real Food' for BDP Media / Taste Channel
Producer on 'Guinness World Records' for Clark Pictures / Guinness
Senior Assistant Producer at 'N.O.W. TV' for Pacific Century Cyberworks, Trans World International
Producer and Studio Director on 'Raw TV' for Carlton Television
Producer and Location Director on 'Voyager' , BBC Children's & BBC Knowledge
Producer and Live Studio Director on 'Hype' for BBC Children's

EARLIER ROLES

Assistant Producer and Location Director on 'Pick of the Week' for BBC Choice
Location Director for 'Teletubbies' for Ragdoll Productions / BBC Children's
Location Director on 'Get Your Own Back' for BBC Children's
Production Assistant on 'Ants in Your Pants' for BBC Children's & BBC Worldwide
Programme Acquisitions Coordinator in Children's Acquisitions for BBC Children's
Senior Allocations Assistant for BBC Post Production

EDUCATION AND TRAINING

Agile Project Management (<i>BBC</i>)	02.2016
Software Management Foundation (<i>Crayon/FAST</i>)	09.2015
ITIL Foundation v3 (<i>Quanta</i>)	02.2012
Managing Successful Projects (<i>BBC</i>)	05.2011
IT Relationship Management: Aligning IT with the Business (<i>Learning Tree</i>)	04.2010
HR for Managers / ITIL Foundation v2 (<i>BBC</i>)	01.2009
Consultancy (<i>IBM</i>)	10.2008
Chairing and Facilitation (<i>BBC</i>)	09.2008
Project Management Core Skills / Advanced Reporting (<i>BBC</i>)	06.2008
Managing Group Dynamics (<i>BBC</i>)	04.2008
Creative Facilitation / Delivering Successful Projects (<i>BBC</i>)	09.2007
Powerful Presentation Skills / Influencing Skills (<i>BBC</i>)	10.2006
BBC Leadership Programme (<i>Ashridge</i>)	09.2006
Negotiation Skills (<i>Scotworks</i>)	01.2006
Proficiency in Microsoft Office Word, Excel, PowerPoint, Visio and Project	

PUBLICATIONS

Website: <http://www.CliveBanks.co.uk> featuring 'The Sci-Fi & Telefantasy Databanks'
Author: 'Dog Detectives' - a children's adventure novel (Available on Amazon)
'The Star Trek Fact Files' - Various Articles (2000)