Pavan Paul

15 St John’s Close, Uxbridge, Greater London, UB8 2UX

Pavpaul@gmail.com

07896180051

Summary

Having graduated from university with a 2:1 in Computer Science and Finance, I joined Hewlett-Packard in 2012, within the Enterprise Services division. Having been able to experience several roles on three very different accounts, I now feel ready to accept a new challenge.

#### Education

BSc Computer Science and Finance (Hons) 2:1, Keele University, UK, 2012

Employment Experience

| HP – P&G Account | | Newcastle upon Tyne, UK | Aug 2014 – Present |
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| Project Type | Global Site Support Services | | |
| Role | Service Delivery Manager | | |
| Responsibilities | * Hold responsibility for the delivery of infrastructure technology services to P&G for all Ireland sites, including: voice, networking, mobility, end user computing and managed print services to a user base of over 500. * Provide functional management to third party technical resources delivering the services on-site. * Act as a central point of contact and escalation point for the client in relation to the delivery of PC and end user support, as well as business processes and services on a day to day level. This involves weekly and monthly review meetings with the client and leading communication in the response to incidents or outages. * Consult with the client and provide investment proposals for the potential delivery and direction of new services, as a part of the pre-sales/client management process. This requires a relentlessly proactive approach to service improvement. * Set up and review service level agreements and continuously review them in order to improve the service. * Manage customer projects and initiatives, including the coordination of on-site engineers in carrying out such projects. * Coordinate engineer efforts and work alongside third party network providers and voice service providers in response to site incidents and outages, aiming for minimal downtime and end user impact. Also provide input to the client on SPOF analysis and Business Continuity Plan documents. * Participate in customer satisfaction reviews. Then lead following investigations and propose solutions for highlighted issues. * Have also covered two colleagues simultaneously since September 2014 to present, meaning that during this period I have been responsible for the ongoing services at all client sites in Ireland, UK North, Sweden, Norway, Denmark and Finland. | | |

| HP – ALU Account | | Newcastle upon Tyne, UK | Jan 2014 – Jul 2014 |
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| Project Type | Financial Operations | | |
| Role | Financial Operations Lead | | |
| Responsibilities | * Completed the monthly forecast for offshore and onshore expenses. This had to be done within a strict one week deadline. * Built statements of work and pricing files for non-standard service requests, with some amounting to over €750,000. * Participated in monthly business reviews where I had to explain any variances in my completed forecasts to senior management. | | |

| HP - DWP Account | | Warrington, UK | Apr 2013 – Dec 2013 |
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| Project Type | Continual Service Improvement | | |
| Role | Service Improvement Analyst | | |
| Responsibilities | * Lead a project performing trend analysis on all incidents in DWP. This involved looking at the data for every incident each month, finding connections and investigation to eradicate these incidents permanently. The work required constant communication with incident management, problem management and change management teams for the separate apps that the incidents occurred on. The work culminated in a quarterly report sent to DWP, advising on action to be taken regarding the discovered trends. When completing the quarterly report, I had to meet strict deadlines set by the client. Some of my initiatives from the reports completed were taken forward and helped to save the client money. * Lead a project to perform documentation remediation on the service monitoring documents of the top 50 applications within DWP. I had to source the relevant contacts within each team to complete the work and provide them instruction. It was then my responsibility to review and distribute these documents. Good communication was crucial whilst undertaking this task. | | |

| HP - DWP Account | | Warrington, UK | Sep 2012 – Dec 2013 |
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| Project Type | Live Operations | | |
| Role | Second Line Support | | |
| Responsibilities | * Analysed and resolved incidents which came into our queue for multiple apps. * Produced and sent out daily reports to the client. * Trained colleagues to perform tasks required of my second line support role. | | |

Certifications

| Current Certifications | Year Attained |
| --- | --- |
| ITIL V3 Foundation | 2012 |
| Introduction to Project Management | 2012 |
| ITIL V3 Service Intermediate - Service Design | 2013 |

Interests: I am a listening volunteer with the Samaritans, providing confidential, emotional support over the phone to callers in great distress. On weekends I enjoy playing golf.