**Ivan Primarolo IT Service Management Expert**

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Nearly 20 years' success in IT, supporting international companies (including AstraZeneca, Bisnode, and SEB) in roles ranging from systems engineer to delivery manager through contracting, consulting and as an employee. Expertise in devising strategies, managing and executing delivery of IT services, meeting all delivery commitments and deliverables and managing staffing and resource coverage. Proven track record of ensuring SLAs (service level agreements) and KPIs (key performance indicators) as defined in relevant contracts are met or exceeded. Equally capable of building, coaching and managing high-performing teams as working independently to enhance performance and increase profitability. Hold dual UK/Swedish citizenship.

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| * IT Service Management | * Organisational Change Management |
| * Information Technology Infrastructure Library (ITIL) | * IT Strategy |
| * B2B Process Development | * Outsourcing |
| * Customer Relationship Management (CRM) | * Team Building & Leadership |

# Professional Experience

**Axians** • Stockholm, Sweden • 2019 - Present

**Operations & Process Lead**

Lead teams and manage client escalations ensuring critical success paths are identified and fulfilled whilst being responsible for communications to key stakeholders. Drive service management awareness and deliver training, maintaining and enhancing meaningful metrics for individual and team performance.

### Key Accomplishments:

* Deliver highest level of operational services, service management, and improvement in service possible to ensure continuous customer satisfaction and cost containment.

**Ericsson** • Gothenburg, Sweden • 2015 - 2018

**Head of Operations**

Directed operations for connected vehicle cloud, developing and managing first, second, and third line support from Romania and Sweden, reversing failing operation. Built and mentored service delivery teams and led process improvements, implementing service management tools. Played key role in development of Ericsson’s Internet of Things (IoT) unit. Managed vendor and client relationships.

### Key Accomplishments:

* Streamlined operations, configuring and implementing new service management tools and developing organisational structure to best enable service delivery across multiple lines of business.
* Designed, developed, and launched best practices ITIL framework for entire lifecycle (Strategy, Design, Transition, Operations, and Continual Service Improvement) to ensure alignment across lines of business.

**Capgemini** • Stockholm, Sweden • 2014 - 2015

**Service Delivery Manager/Account Manager**

Led IoT delivery for smart meter services customers, supporting and maintaining multi-client service desk in Poland and multi-client third line in India. Developed internal and B2B processes supporting two major clients. Negotiated and prepared new accounts with budget responsibility.

### Key Accomplishments:

* Established single multi-client first, second, and third line team for multiple locations; rebuilt positive relationships with previously dissatisfied clients and won large new contracts.

**Wipro / AstraZeneca** • Stockholm, Sweden • 2012

**Senior Consultant - Problem Management**

Resolved delivery issues throughout APAC and EMEA region. Oversaw tools, process, and supplier change from problem management perspective, clearing backlogs and aligning supplier and service management expectations and processes.

**Selected Additional Experience**

**Service** **Delivery Manager / Consultant Manager, Konica Minolta,** Stockholm, Sweden

Managed service delivery aspects of multiple contracts in banking, government, manufacturing, and transport industries.

**Systems Engineer, Business Systems Group,** London, UK

Supported multiple contracts including government, charity, banking, and media with mixed technical environments

**Helpdesk Agent / Desktop Technician, Fox IT,** Basingstoke / Woking / Bagshot, UK

Supported multiple contracts including government and pharmaceutical with mixed technical environments

# Education & Training

**HNC, Business**

Spelthorne College, Ashford, Middlesex

**Training**

ITIL Service Transition V3

ITIL Service Design V3

ITIL Service Strategy V3

ITIL Continual Service Improvement V3

ITIL Foundation V4

Prince 2 Practioner

Training in Swedish,Folkuniversitetet, Stockholm & Arlanda Gymnasiet, Märsta