cvman GO!

IPG Release Manager / Delivery Lead for customer / WAN Delivery Lead for customer

Uchádzača overíme na vašu žiadosť

Očakávaná mzda: **2 500 €**

Cena: **3 000 € bez DPH**

Preferovaná pracovná pozícia

IT manager

Preferovaná lokalita

Bratislava

Jazyky

Slovensky - Expert (C2)

Anglicky - Stredne pokročilý (B2)

Zručnosti

Administrácia Windows serverov - Pokročilý, UNIX/Linux - Pokročilý

Pracovné skúsenosti / Work experiences

11/2019 – Present

IPG Release Manager

Zameranie spoločnosti:

Business and management consultancy, Accounting, bookkeeping and auditing activities; tax advice

02/2018 - 10/2019

Delivery Lead for customer / WAN Delivery Lead for customer

Zameranie spoločnosti:

Other telecommunications activities

Delivery Lead for customer (03/2019 – 10/2019)

» Responsible for Sofia team performance

» LAN, loadbalancer, riverbed, WIFI

» incident, problem, change management

WAN Delivery Lead for customer (02/2018 - 02/2019)

» WAN devices for customer CELESIO

» WAN accelerators for customer CELESIO

» reporting of WAN devices and WAN accelerators; monthly basis

» incident and vendor management

» test new WAN connections

» coordinate change management

06/ 2011 - 02/2018

QA Delivery Lead for customer / Team Lead / Single point of contact (SPOC) for customer / Network support 2nd line / Network support 1st line

Zameranie spoločnosti:

Wholesale of computers, computer peripheral equipment and software

QA Delivery Lead for customer (09/2014 – 02/2018)

» configuration management database (CMDB)
» process owner - Incident Management, Change management, MTP/RFP (move/remove devices into DB)
» reporting for Delivery and customer
» contract management - maintenance support and SW updates
» audit

Team Lead (06/2015 – 01/2017)

Team consists 7 highly specialized technicians - 3 project managers - 1 change manager - 3 IPM technicians - I was responsible

for resource management and attendance system. I was reporting to manager

Incident Manager for customer (02/2014 – 10/2014)

» driving the efficiency and effectiveness of the incident management process
» producing management information, including KPIs and reports
» monitoring the effectiveness of incident management and making recommendations for improvement
» developing and maintaining the incident management system
» driving, developing, managing and maintaining the major incident process and associated procedures
» reviewing and auditing the process
» ensuring that all IT teams follow the incident management process for every incident

Single point of contact (SPOC) for customer (11/2011 – 10/2014)

» responsible for knowledge base of customer and provide it to agents

» taking care of ticket queues and review them on regular basis

» looking after proper communication with customer and other teams

» manage teams to escalate in correct way

» escalate to higher levels of support and management in case of no progress in resolving issues, or in case of very high business impact

» Be in touch with customer; other teams, ADMs, DLs and be up to date what is going on in customer's environment

» create trainings for all support teams focused on processes

» being a part of transformation (from CMO support model to HP FMO support model) of new business unit from support perspective for 2 years – single point of contact between customer and support teams, managing daily calls with customer and WAN provider, new process implementation for support teams and validation, escalation contact, etc.

» cooperating with customer NDM team – monthly meetings, cooperation due failed changes, etc.

» backup for Incident Manager (IM)

Network support 2nd line (06/ 2011 – 10/2011)

» investigating more difficult/complex issues from L1

» attending conference calls, RtOPs, etc

» implementing emergency changes

Network support 1st line (06/2010 – 05/2011)

» providing high level of technical support and customer service to end users to effectively resolve and/or escalate issues related to users' network connectivity and performance

» solving network connectivity (WAN/MPLS/LAN/WLAN/VPN) and remote access problems

» encompassing a wide range of hard and soft skills such as within the network equipment as well as the Linux/Unix systems and Windows/MS environment, servers and various remote applications

» providing timely and effective resolution within SLA and closure of tickets and proper resolutions after the incident has been resolved and/or the request has been achieved

» understanding and clarifying customer needs

» giving attention to detail and precision, solid work ethics concerning meeting deadlines and reliability

Vzdelanie / Education

2004 – 2008

Bachelor of ScienceField Of StudyAdvanced Web Technologies