

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 Science Field Of Study Advanced Web Technologies