Andrew Willis

Bedfordshire, United Kingdom

awillis@willisisland.com

http://andrewwillis.strikingly.com

Profile

A successful, versatile and committed IT Manager specializing in relationship management, support and strategy.

An award-winning IT support specialist with a wealth of experience and knowledge across pharmaceutical, aviation and property management sectors.

Career History

Design Transfer Manager, Abbott Rapid Diagnostics   **July 2017 – Present**

- Worked cross functionally to define and develop solutions using cellular and cloud-based technologies.
- Proposed strategy and future direction for team and wider organization.
- Defined and proposed support strategy for the Sympheos line of products.
- Built and maintained strategic relationships with Abbott partners, distributors and key customers.
- Oversaw the transition of the Sympheos cloud-based solution and associated technologies into Support.
- Defined and conducted training for internal support groups, customers and distributors globally in locations including US, Brazil, Singapore and UAE.
- Developed system configurations for customers as per their requirements and oversaw deployment into production.
- Oversaw the creation of technical documentation including manuals, release notes, translations etc.
- Attended trade shows and presented new technologies to potential customers.
- Worked in accordance with quality processes and procedures (CAPA, QI etc).
- Gained knowledge in the use of cellular technology and app development.
- Won several awards for my contribution to the organization.

IT Site Support Engineer, Alere   **May 2016 – July 2017**

- Site IT lead for Alere and Swiss Precision Diagnostics in Bedford, UK. Overseeing support for approximately 300 users
- Acted as business relationship manager across both businesses and coordinated activities within the wider IT organization
- Provided project management for large-scale in-house deployments
- Responsibility for purchase of new IT Hardware
- Incident / Problem management utilizing Service Now
- Managed deployment of new IT solutions including upgrades to Printing, WiFi and Display screen technology.
- Supported medical lab equipment and technologies

IT Service Desk Manager, FirstPort Property Services   **July 2015 – April 2016**

- Led the UK Service Desk 1st and 2nd Line teams to deliver support effectively and in accordance with agreed service levels, standards and processes.
- Dealt with escalations of service issues from the business and from within IT ensuring that good communication was maintained at all times.
- Recruited an additional 7 permanent members of staff.
- Implemented IT alerting for the business to pro-actively reduce the number of initial calls into the

Service Desk.
· Implemented several new processes in order to improve overall service quality.
· Facilitated the implementation of a new cloud based call management system via a third party supplier.
· Overall responsibility for 3500+ tickets per month.
· Managed support requirements for approximately 4500 users across 3500 Sites.
· Scheduling of team tasks and resources based on availability and customer requirements.
· Established regular reporting for IT staff members and senior management.
· Held weekly 1-2-1 and team meetings with all staff.
· Conducted development reviews and mentoring / training for team members.
· Attend weekly change advisory board to review / approve changes from a service desk perspective.

IT Operations Manager, Labinal Power Systems   **2011 - July 2015**
· Leadership of 3 staff located in the UK providing 1st and 2nd level support within a manufacturing environment.
· Leadership of global teams and service providers during projects.
· Project managed the delivery of Windows 7 across 600+ devices.
· Played a key role in the divestiture of our business from United Technologies and integration into Safran Group.
· Managed IT requirements before and during and after a site wide Kaikaku.
· Defined and established SLA and KPI requirements with the business.
· Implemented a new call logging system (osticket).
· Managed the deployment of 180+ apple mobile devices to key business users.
· Managed desktop hardware and leasing of computer equipment on site.
· Overall responsibility for account provisioning and IT security in accordance with Sarbanes-Oxley and iTAR legal requirements.
· Provision of training and documentation to business users as support for IT activities and systems.
· Established IT to business communication procedures.
· Hands-on day-to-day 1st / 2nd level incident resolution.
· HR and Engineering Business Partner.
· Recruitment of additional IT Staff.
· Conducted performance reviews and provided coaching/mentoring for team members.
· Escalation of Issues

Lead Citrix Analyst, Glaxo Smithkline.   **2006 to 2011**
Managed GSK's virtualized Wintel / Citrix infrastructure utilizing XPe, Presentation Server 4.0 and Xenapp. Provided consultancy to key stakeholders and customers as well as leading several key service improvement projects.
· Integrated and supported over 800 published applications across 400 servers
· Reduced support calls to Citrix team by 60% by improving help desk procedures, knowledge and the provision of Citrix Training
· Managed security requirements for Citrix environment enabling a 5 star audit rating
· Co-ordinated deployment of Citrix client to 30,000 client devices.
· Designed, managed and implemented upgrades of Citrix web portals to Web Interface 5.4
· Eliminated over £500,000 of spend by managing server elimination and virtualization project.
· Managed migration of Citrix XPe farm to PS4.
· Won an internal award for the design and implementation of a critical R&D Citrix system
· Certified Citrix Administrator (CCA) for Xenapp 5.0.

Lead Support Analyst, Glaxo Smithkline.   **2001 to 2006**
Managed and supported IT systems for GSK's Legal department. .

Business Analyst, Glaxo Smithkline.   **1999 to 2001**

Gathered and defined customer requirements for IT services. End to end management of mission critical projects and deployments. Coordinated support activities between all IT groups and business units.

Support Team Leader, Glaxo Smithkline.   **1997 to 1999**

Led a team of six analysts providing desk side support at company headquarters and established company wide support procedures and processes. Personal support provided to Corporate Executive Team.

Senior Support Analyst, Smithkline Beecham.   **1992 to 1997**

Provided desktop support to 600 users and led a team of seven deployment staff and two trainers to successfully roll out new hardware, software and education to over 3000 staff.

Statistics Analyst, Beecham Group.   **1989 to 1992**

Responsible for analysing sales data and providing reports to senior management and sales force.

Qualifications

- Prince 2
- Certified Citrix Administrator (CCA)
- ITIL Foundation v2 / v3
- BCS IT Team Leadership
- Lean Sigma
- Full UK Driving Licence (Clean)

Education

- Business Skills Diploma – Hounslow Borough College   1989
- 5 X CSE – Isleworth and Syon School   1987

Interests

I enjoy international travel and exploring new places.

I also enjoy the theatre having performed in several productions.

Skills / Experience

- Project Management
- Business Relationship Management
- Process Improvement
- Service Management
- Change Management
- Service Transition
- ITIL v2 & v3
- Prince 2
- Communications
- System Development
- Lean Sigma
- Customer Service
- Training provider
- Documentation Skills
- Cellular Technology
- Cloud Technology

- Networking (Cisco)
- Hardware (Dell, HP, Lenovo, Apple)
- Virtualisation (VMWare, Scale)
- Windows Server and Desktop OS
- Citrix Xenapp / PS / Metaframe
- 1st / 2nd /3rd Line Support
- Mobile Devices (Apple, Android)
- Video Conferencing (Lifesize)
- Telecoms
- Procurement
- Troubleshooting
- Agile