**Charmaine Charles**

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| **PROFILE** |

ITIL qualified professional with over 10 years of wide-ranging experience in Change, Service and Configuration Management for the Fire Emergency Services and Gaming industries and 1 year Service Catalogue Management experience within the Broadcasting industry. Knowledge of a wide range of mainstream infrastructure technologies and a champion of Service Management and on-going service / process improvement. Successfully implemented and managed a Configuration Management Database (CMDB) without auto-discovery tool enabling Incident, Problem and Change Management to understand business service impact, improve incident resolution and reduce downtime to business services.  Developed Service Catalogue. Exceptional interpersonal skills with the ability to articulate complex information in a form which is both understandable and immediately usable by all user levels ranging from technical engineers to senior management.

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| **KEY SKILLS** |

* Highly developed IT and Data management: RedDot, Microsoft Suite, Outlook, Visio, Projects, SharePoint, Googledocs, Citrix, Marval and ServiceNow, Remedy and JIRA – Service Management system, CMDB, Service Catalogue, Microsoft SCOM – Distributed Applications
* Trained and qualified in ITIL Life and Capacity stream
* Ability to teach and train staff/management teams to company’s specification
* Excellent written and verbal communications skills
* Creative problem solver, analytical with strong attention to detail
* Time management and able to prioritise
* Able to understand and translate topology diagrams in order to populate the CMDB with meaningful relationships

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| **SELECTED ACHIEVEMENTS** |

* Delivered and managed Service Management processes and procedures (Change and Service Asset and Configuration Management) at the London Fire Brigade that were aligned to industry best practice (ITIL)
* Configured and implemented Configuration Management database (CMDB) for the ICT department at the London Fire Brigade
* Customer Relationship Manager for the ICT department dealing with issues and ensuring that customer relationships were managed and enhanced.
* Created and chaired the IT User Forum.
* Handled asset management including tracking, deployment and recovery.
* Implemented and maintained the Corporate Service Catalogue including the collection and collation of supporting Configuration Management data.
* Improved service efficiency and reduced staff overhead by the use of the Service Catalogue information during the Incident and Problem Management investigative processes.
* Manual contruction of CMDB, sourcing configuration items and mapping relationships with business services
* Developed Business Service Catalogue for the TV and Broadcast industry

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| **EMPLOYMENT HISTORY** | | |
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| **CURRENT**  **DEC 2017** | **Service Catalogue Manager** | **ICT Department – BBC** |

Service Catalogue Manager for the IT department handling the management of Business Services from pipeline through to the live environment overseeing Services throughout their life cycle in a matured ITIL environment.

* Managed and maintainedthe JIRA Service Catalogue
* Managed and maintain Services within Remedy CMDB
* Executed business service audit reviews and implement changes in line with the continuous improvement strategy
* Produced and maintain documentation for Service Catalogue Management processes and activities
* Work with internal and third parties to ensure adhere to service catalogue policies and processes
* Identify and drive service improvement initiatives to optimise the use of the service catalogue

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| **SEPT 2015 AUG 2017** | **Senior IT Service Transition Analyst - Configuration Management** | **ICT Department -Ladbrokes** |

ITIL Configuration Management support for the IT department overseeing assets throughout their life cycle in a matured ITIL environment.

* Manually managed and maintainedthe CMDB Asset information and their relationships with Business Applications and Services
* CMDB Verification, audit and data integrity, reporting anomalies and/or make recommendations for improvement to ITIL processes
* Used service management tools (ServiceNow) to record and manage equipment, software and services through their life cycle
* Executed annual process reviews and implement changes in line with the continuous improvement strategy
* Produced and maintain documentation and work instructions for all Configuration Management processes and activities
* Process configuration management requests and assist stakeholders in tracking configuration items and ensure CIs entered correctly on change record
* Analysed auto-discovery data before committing configuration items to the CMDB as part of the implementation of auto-discovery tool project
* Analyse, prepare and execute data for bulk uploads to the CMDB
* Work with internal and third parties to ensure that configuration policies and processes are being adhered
* Assist with software asset management
* Identify and drive service improvement initiatives to optimise the use of the CMDB

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| **2009-JULY 2015** | **IT Service Transition Manager - Change and Configuration Management** | **ICT Department -London Fire Brigade** |

Supported a user base of 7500 staff over 113 sites, across the Greater London area for ITIL Change Management and Configuration Management overseeing assets and changes throughout their life cycle in a matured ITIL environment

**Change Management**

* Managed the Change process from receipt of RFC, review and completion
* Assist stakeholders in assessing change risks and impacts
* Chaired Technical and Business Change Control Board to review current/ future changes and maintained Forward Schedule of Change
* Produced and maintained documentation and work instructions for all Change Management processes and activities
* Produced reports for departmental analysis and Management review
* Attended meetings with management and third parties to review business activity and change process
* Provide advice and guidance to stakeholders regarding the Change process and potential improvements to the process
* Liaise with Service Delivery/Release managers to agree downtime with the business
* Ensuring outage communications are issued in a timely manner with accurate times and impacts

**Configuration Management**

* Managed and maintainedthe CMDB Asset information and their relationships with Business Applications and Services (internal and External)
* Experience of service management tools (Marval, ServiceNow and SCOM) to record and manage equipment and services through their life cycle
* Executed annual process reviews and implement changes in line with the continuous improvement strategy
* Produced and maintain documentation and work instructions for all Configuration Management processes and activities
* Assist stakeholders in assessing configuration items impacts

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| **EMPLOYMENT HISTORY** | | |
| **2006-2009** | **IT Customer & Process Analyst** | **ICT Department -London Fire Brigade** |

Responsible for all aspects of customer relationship management and ITIL compliance including monitoring of service support levels.

Co-ordinated the client services delivery activities ICT sections, managing internal and external customer complaints and dealing with them to ensure satisfactory and timely delivery IT services. Lead support analyst for Apple Mac end users support

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| **1998-2006** | **IT Technical Support Analyst** | **ICT Department -London Fire Brigade** |

3rd Line support - Responsible for software support of both off the shelf and bespoke software products and active directory account administration, software and desktop hardware installation, application, packaging and deployment, security patching, antivirus and backup management, moves and new technology / software rollouts, wrote user guide and provide training. Managed rollout of Wyse terminals, Windows 2003 and Document Management system deployment (Docsopen), SharePoint and other service improvement projects across the organisation.

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| **EARLIER CAREER** |

1994-1998 Support Manager

1985-1994 Service Desk / Support Analyst

1984-1985 IT Data Control Clerk

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| **PERSONAL INTERESTS AND ACTIVITIES** |

I am a founding member of a charity mentoring organisation, helping young people to achieve their full potential. Presented with Boris Johnson - Team London Award for ‘Increasing opportunities for Youth’.

Volunteered as Games Maker for 2012 Olympics and worked as a ICT printing distributor for boxing results at the Excel Centre.

Self-development - online SQL course, Salesforce and completed Insight discovery

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| **CERTIFICATES AND EDUCATION** |

**ITIL V3:**

* Foundation Bridge
* Intermediate Certificate in Release, Control & Validation
* Intermediate Certificate in Service Design
* Intermediate Certificate in Continuous Service Improvement
* Intermediate Certificate in Service Operation
* Intermediate Certificate in Service Transition
* Intermediate Certificate in Service Strategy

**ITIL V2:**

* IT Service Management Practitioner Certificate in Configuration Management

**REMEDY** – Admininistration qualitification

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| **CERTIFICATES AND EDUCATION** | | | |
| **1986-1988** | HNC in Computer Science |  | South Bank Polytechnic |
| **1988-1989**  **1989 - 1991** | HND in Computer Science  Graduate Diploma in Computer Science 2:1 |  | South Bank Polytechnic  South Bank Polytechnic |

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| **Additional** |

British Computer Society member

NCFE Level 2 Certification in Customer Service

Clean driving licence.

Volunteer Director of 1-2-1 Mentoring Charity (Urban Synergy)