

JOHN CHAUDHRY

*Currently living in Munich; full contact
details available on request.*

Date of birth: 26th November 1964
Nationality: British

A project, services and team manager with experience gained across a range of industries. Able to build, coach and run teams, drive forward projects and bring leadership and control to various initiatives. Can innovate and deliver in multi-national and business critical environments. Over 10 years' experience in IT service and project delivery. A Chartered Engineer (CEng), Chartered IT Professional (CITP) and Member of the British Computer Society (MBCS).

IT project management

During my career I have managed the delivery of numerous and varied infrastructure projects in the UK and Europe. Examples of my project responsibilities include: desktop rollouts, migrating and upgrading IT for six office moves, application releases and the implementation of new systems and infrastructure. Some of these projects have been critical to companies' on-going success and had to be implemented against very tight timescales. After a recent project I received a directors' award for my contribution. I have qualifications in PRINCE 2 (Practitioner) and project management (the APMP).

IT service management

For over five years I managed teams delivering first/helpdesk to third-level support services. This was for several in-house and client businesses within critical commercial environments. During this time I achieved and maintained very high levels of customer satisfaction (e.g. satisfaction scores of 4.4 out of 5). I have also established processes and procedures and managed the delivery of services and projects in the UK and Europe. My qualifications include ITIL service management.

People and team management

I have led and developed people and teams, dealing with personnel issues, recruiting, setting objectives, assigning training, coaching, conducting appraisals etc. As a result of my leadership and coaching staff and their managers received recognition and promotion. They also achieved very high levels of service and project delivery, within demanding and complex situations.

Technical skills

Able to use and technically support a broad range of corporate software. My responsibilities have included the provision of all LAN/WAN, server, email, database, voice services and office systems (e.g. XP, MS Office, Visio and MS Project).

Multi-national experience

Currently based in central Munich. During my career I have worked closely with colleagues at all levels in the UK, Europe and USA.

Siemens Business Services (contract assignment), Munich **Feb. 2006 - Dec. 2006**
Project Management role contributing to a massive outsourcing initiative for their internal client, Siemens AG worldwide.

- By applying best practices, and being persuasive and assertive, I helped projects pass critical quality gates.
- Manager of a sub-programme's risk, change and claim processes.
- Reporting progress of projects within the sub-programme, giving ad-hoc guidance.
- Analysed and streamlined the regular project reporting process.

CSTIM Ltd (fixed-term assignment), London **November 2004 - May 2005**
Interim IT Manager responsible for the provision of all voice and data services to this investment management consultancy's offices in the EMEA region (UK, Luxembourg and South Africa).

- Project manager for the IT (voice and data) relocation of the London headquarters into a new building. Utilized elements of PRINCE 2 to effectively manage the project and control risks, issues and budget.
- Coached colleagues in these practices allowing them to fully participate.
- The project was delivered on-time and within a very limited budget. As a result of this project I received a directors' award.
- Established simple but effective incident, change and event management processes and coached colleagues in their use.

Environment Agency (contract assignment), UK **November 2003 - June 2004**
Accommodation Project Manager, managing the refurbishment and relocation of a department's offices within this English public sector organisation.

- Managed the project using the PRINCE 2 methodology.
- Delivered the project after a previous attempt, by another project manager, had failed.

On-going career development **2001 onwards**
Qualifications gained: APM Professional (the APMP, based on the UK's body of knowledge of project management), PRINCE 2 Practitioner, ITIL service management (foundation certificate), Cisco Certified Network Associate. Also, started learning Finnish, continued my study of German and recovered from a very serious accident.

Aquila Energy (defunct US-based energy trading business), London **2000 - 2001**
IT Support Services Manager directing two teams providing support and all voice and data services and infrastructure for the European offices.

- Responsible for two teams and their managers which provided services to offices in the UK, Spain, Germany and Norway.
- Project manager for the relocation of all IT, voice and data, to the new London European headquarters. This was a major endeavour requiring my participation in the overall programme. It was completed in an unusually short time-scale, four instead of the usual six to nine months.
- Project manager for the relocation of all IT into the new German office. This involved liaison with German suppliers and was mainly managed remotely.

CSC Computer Sciences (at their client **JP Morgan**), London **1997 - 2000**
Team Manager of a release management service, safely delivering numerous applications and projects into the production environment of their investment bank client, JP Morgan.

- Created the team and defined its terms of reference, scope, processes, metrics, management controls and team functions.
- Worked, on a near daily basis, with colleagues in the USA.
- Coached seven team members, raising their skills in desktop technology from entry level to highly competent. They gained recognition from own and client management and two gained promotions. Metrics showed we averaged 40 releases per month, 98% problem free.
- Projects included system migrations and contribution to their Y2K programme.

OutSource Group Plc (at their client **Cisco Systems**, Germany) **1996 - 1997**
Team leader of IT support services to their client, Cisco Systems, in Germany, Switzerland and Austria. Based in Munich, managed the provision of first- and second-level support to users in 10 offices and assisted in the delivery of various initiatives.

- Maintained the team's customer satisfaction score above 4.4 (out of 5).
- Project manager for the relocation of all IT, voice and data, for three office move projects in Germany.

Ernst & Young, London **1995 - 1996**
Support analyst in a team providing a highly technical IT escalation service.

- Provided technical contribution to some ad-hoc projects and initiatives (e.g. new server provision, localization of remote access software etc).
- Participated in first round supplier selection, working with firm's partners, internal and external management consultants to short-list potential IT outsourcing providers.

Cap Gemini, London **1992 - 1995**
Technical analyst at their clients' head offices. Involved in desktop projects, rollout programmes and deputised as rollout team manager.

- Participated in a major desktop rollout programme at the head office of their client Sainsbury. Deputised as the team leader for three months.
- Contributed to an Executive Information Systems project at the head office of their client H.J. Heinz, identifying infrastructure changes required for this project.

H. J. Heinz Co. Ltd., London **1988 - 1992**
Technical analyst providing IT support and technical project delivery.

- Participated in the introduction of networked PCs and email into the head office.
- Technical input into a project rolling out Windows 3.1 and a software fax solution to the head office's secretariat.

University of Reading, England **1984 - 1987**
BSc (with honours) in Electronic Engineering.