ANGELA LU, BSc. ITIL

 http://ca.linkedin.com/in/angelalu⏐123.456.7899⏐angelalu@gmail.com

Enterprise Information Technology Strategist

A highly trained professional with over 10 years’ experience in Data Centre management and support with extensive technical skills in IT Infrastructure (Wintel/Unix). ITIL certified with an in-depth understanding and working knowledge of Incident Management, Problem Management and Change Management processes. Strong technical and business analytical skills with great ability to analyze and provide solutions to IT incidents. Extensive reporting skills, including analyzing and providing IT related reports and statistics. Excellent team player with excessive communication, leadership, interpersonal and organizational skills. Well adopted to the 24x7 IT operation and the requirements and the escalation process.

technology ExPERTISE

* ITIL, Problem, Incident, Change Management
* Data Centre maintenance and monitoring
* IT Infrastructure capacity management and reporting
* Vendor, SLA and Contract Management
* Data Centre policy process and procedure
* Service Delivery Operation

PROFESSIONAL EXPERIENCE

COMPANY A 20XX – Present

Company A is a world-leading provider of outsourcing and technology solutions to the financial services industry. It services over 240 financial organizations around the world, providing solutions to a wide range of global asset managers, wealth managers, banks, and insurance companies.

Service Delivery Manager

Responsible for incidents, problems and change analysis and working with technical teams to resolve or prevent the occurrence of incidents through root cause analysis methodologies and problem management.

* Provided leadership to cross-functional technical teams and encouraged teamwork and team collaboration to ensure prompt service resumptions in major outages, high severity incidents, permanent resolutions to problems and successful implementation of IT changes and solutions.
* Documented and reported known faults and active problem records in Company A ticketing system and knowledge management and updated all problem records with associated incident and change information, problem tasks, root cause analysis, work arounds and long-term action plans.
* Prepared and presented weekly, monthly, quarterly and yearly Service Delivery Management reports, including Service Level performance, Problem, Incident, Request and Change Management statistics and analysis.
* Overall responsibility for Data Centre Operations as well as IT Infrastructure changes and Data Centre policies processes and procedures.
* Created Incident and Problem summary reports for Company A clients for Client-Facing Incidents.
* Coordinated, documented and conducted Company A annual disaster recovery exercise including all the preparedness activities, testing, coordination of technical workshops as well as post-mortem meetings and reporting.

**Key Accomplishments:**

* Decreased the number of problem tasks and problem records by 40% through proper planning and execution of problem management processes, and closed problem records within Service Levels.
* Managed 99.999% overall IT performance service availability within Company A clients SLAs through defined incident management process.
* Managed to coordinate computer and network services major changes with 99.99% successful completion.

COMPANY B 20xx – 20xx

Company B is a [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) mobile [telecommunications](https://en.wikipedia.org/wiki/Telecommunications) company operating in many countries internationally.

Manager, Enterprise Infrastructure (20XX-20XX)

Managed IT Infrastructure and Data Centre operations as well as capacity planning. Responsible for the successful implementation and operation of Service Management processes including Incident, Change and Problem Management based on Service Levels.

* Reported the Data Centre performance analysis and SLAs on weekly and monthly basis.
* Responsible for the documentation of known faults and resolutions in ITSM ticketing system.

**Key Accomplishments:**

* Managed the Centralized Backup Project in Data Centre; investigated and recommended technical solutions for the project, increased the backup success rate to 98%.
* Coordinated the site recovery procedures in service outages within SLAs with 100% successful service recovery.
* Planned and executed ITSM Tools and monitored solutions for proper Incident, Task, Problem, Change and Event Management processes.

Manager, Data Centre Operations (20XX-20XX)

Managed IT Infrastructure operations as well as daily incidents including UNIX, Windows, Database, Storage incidents and Data Centre facilities through monitoring tools and ticketing system.

* Ensured operational processes and procedures are established, documented and maintained by IT teams.
* Managed IT Infrastructure operational issues and Data Centre technical incidents and post-implementations.
* Coordinated and worked with the rest of the IT teams in execution of Disaster Recovery exercises.
* Served as an escalation point for management escalations and provided 24x7 on-call support.

**Key Accomplishments:**

* Improved the Disaster Recovery site capacity to 80%.
* Designed and delivered the IT Infrastructure and Data Centre capacity planning report to management and stakeholders to present the status, capacity, service requirements and expansions.

Education and Professional Development

University Name DATE

* Bachelor Degree in Computer Science Engineering (Hardware)

Professional Development

* Power BI
* ITIL v3 Foundation Tools and Techniques
* LPIC 1 Linux System Administration
* CDCM & CDCD (Certified Data Centre Management and Design)
* TM Forum Frameworks Overview & Business Process Framework (eTOM)
* Customer Centricity and FLIGHT Leadership and Management Development Programs
* Leading Bold Change/Creating and Managing Contracts and Effective Supplier Management
* Capital Project Management Program (Budgeting, CAPEX and OPEX Expenditure)

INTERESTS

Business reading, travel, marathon running