

Alex Lee

07870 583 797
Alex@AlexLee.IT

Profile:

A PRINCE2 Practitioner & ITIL certified. Alex has 17 years' experience in the financial services industry & a proven track record of successfully delivering IT projects. This includes, setting up, migrating & supporting data centres, application & website development & other critical IT projects. Over 12 years of this experience has been focused around technology as a designer, developer & infrastructure engineer.

Professional Qualifications:

- PRINCE2 Registered Practitioner
- V3 Foundation Certificate in IT Service Management
- ITIL Intermediate Certificate Operational Support & Analysis

Key Areas of Expertise:

- Project Management including Budget, Stakeholder, RAIDs, Reporting & Team Management.
- IT Service Management, including Incident and Problem, Change, Capacity & Availability Management.
- Relationship and Vendor Management with Experian, Royal Mail, Equiniti, Accenture, and Infosys.
- Data Migration & Data Cloning.

Professional Experience:

Wesleyan

2015 – Present

IT Project Manager (Contract)

November 2015 – Present

Responsible for managing the infrastructure workstream, part of the Customer Proposition Programme which is creating a seamless, integrated customer journey offering options for both advised and non-advised sales. Working with IBM to develop cloud and on premise infrastructure to support the new CRM and Azure services integrating with existing Wesleyan architecture.

Key Achievements:

- Implementing Express Route
- Implementing and Migrating service to Microsofts Azure
- Implementing Microsoft Dynamics CRM Online
- Business Rules infrastructure
- Migration to Office 365 and upgrade of Office clients to ~1500 business users
- Roll out of new laptop device to ~400 field users

The Royal Bank of Scotland

2013 – 2015

Project Manager (Contract)

September 2013 – October 2015

Responsible for successfully managing a number of projects under the Rainbow Programme that aims to divest RBS & NatWest branches, Retail, SME business & mid-corporate customers across England, Wales & Scotland to create the Williams & Glyn bank.

These projects involve the segregation of reporting, operations, staff & assets, accounts, products & servicing. In addition, the preparation & migration of data, technology, staff, operations & assets relating within the Corporate & Retail Front Office.

Key Achievements:

- Successfully managed the design & build of the future W&G Advice & Protection proposition including the management of the 3rd party tender process.
- Design of the new Retail MD Office function.
- Complete the transfer & closure of a business operation site for business banking and directs, migrating work packages to multiple locations ensuring smooth handover & stability of the business during the transition.
- Managed the identification of systems and data used and needed by the Retail and Corporate front office teams, planned the clone & configuration and testing & proving of the systems for W&G.

University of Derby Online Learning

2013 – 2013

Business Architect & IT Programme Manager (Contract)

June 2013 – September 2013

Responsible for successfully managing several key projects which include the implementation of a new online student portal and application system.

Key Achievements:

- Identification of an appropriate IT infrastructure that was fit for purpose for the University of Derby Online Learning business.

- Identification and delivery of the business requirement for MI used to facilitate key decision-making.
- Key lead that designed, developed & delivered through to completion the new online student portal & student application system.

Citigroup

2008 – 2013

Senior Project Manager & Relationship Manager

June 2012 – April 2013

Responsible for successfully managing several critical projects that include the winding down & closure of a business site & data centre due to portfolio divestitures.

Key Achievements:

- Successfully migrated the internal mailroom to a 3rd party site. This included processes, PO Boxes & design & build of the training for 3rd party without interruption to BAU operations.
- Ensured successful execution of project plan by 3rd parties & cross functional teams both on shore & off.
- Planned & successfully executed the migration of website infrastructure into new Datacentre, building failover & test plans for the new infrastructure.

Key Skills:

- Developing a Budget, Strategic Influencing, Setting up Business Partnerships, Working with Vendors, & Data Migration.

Infrastructure Project Manager

January 2010 – July 2012

Responsible for managing infrastructure projects that involved changes to the data centre infrastructure, middleware & supporting technologies.

Key Achievements:

- Successfully managed the creation of a new continuity of business (COB) data centre, migrating data to new infrastructure and setting up periodic COB tests.
- Acted as primary contact for the live or testing environments & supporting technologies to ensure projects were prioritised in accordance to business strategy.
- Efficaciously liaised with stakeholders to initiate & define project scope, establish cross functional & matrix project teams & prepared the Project Charter.
- Defined and managed the process of deploying & integrating IT capabilities, communicating technical aspects of the project to the business ensuring it was compatible with current operations.

Key Technical Skills:

- Technical knowledge of middleware & website architecture, virtualisation, data migration & cloning.

Infrastructure Analyst

July 2008 – January 2010

Responsible for the efficient running and support of the Data Centre while delivering business changes with minimal exposure to risk and impact on customer satisfaction and experience.

Key Achievements:

- Supported mission critical live & disaster recovery web environments, & data centre infrastructure including middleware.
- Built, maintained & supported testing & development virtual environments, cloning data to create new development, testing & proving environments.
- Successful trouble-shooter & pivotal contact for issue resolution & progress across the data centre infrastructure & middleware applications.
- Successfully supported the delivery of complex projects to deliver new functionality.
- Fulfilled Service Management functions for the Web infrastructure, assisting in Problem Management, Risk Management, and Control Management & Change Management tasks.
- Played an active role in process improvement & maintaining supporting documentation.

Key Technical Skills:

- Infrastructure knowledge, UNIX administration, Middleware, Oracle, SQL & scripting, data migration & cloning, testing, QA, fault diagnostics & troubleshooting, quality control and assurance.

Egg Plc./ Citigroup

2006 – 2008

Web Project Manager

December 2006 – July 2008

Responsible for producing and managing the delivery of changes to the Egg.com & Citibank.co.uk websites. Ensuring that all changes met the needs of the business without compromising Customer Experience.

Key Achievements

- Ensured best practice standards used in designing, developing & delivery of changes to the website.
- Successfully created project documentation including project plan, change control, risk and issues log & project closure documents.
- Actively attended project meetings with stakeholders & managed cross functions teams to deliver with minimal exposure & risk.

Technical Content Solutions Engineer

June 2005 – December 2006

Responsible for making updates to the Egg website via the content management system as well as changes & updates to the content management system itself without impacting the business.