RICKY WILLIAM

GLOBAL IT ASSET MANAGER

CONTACT

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SUMMARY

I have had a great opportunity to work in several sectors of the labour market. ITIL V4 accredited, proven leader and manager for multiple global teams. Recognised SAM hero with proven cost savings in 7 figures.

Some Key points and deliverables in my career are as follows:

- Rolled out two MDM solutions (Airwatch & Intune on iOS and Android devices)
- 2 independent releases of O365 and related infrastructure including MS Teams, S4B
- Apple-certified technician and admin user of JAMF
- Active directory management
- SCCM management – utilizing the software center as a software store for end-users
- Snow certified advanced user, a Gartner and Snow sponsored interview carried out and being recognized as a SAM Hero
- Proven cost savings of over £1.2m on single-vendor software audits
- ISO27001 aligned, PCI-DSS audit standards, SOX and GDPR compliance assessments and audits conducted with 100% rate
- Rolled out Surface hubs globally and also related hardware, including a surface Pro & Laptop rollout in Dyson
- Cost avoidances of over £50,000 PA on mobile phone tariff consolidation and inactivity assessments
- Managed the roll-out of ServiceNow and created a functional CMDB
- Performed 2 companywide rollouts of Snow License Manager
- Rolled out collaboration tools across Dyson including SurfaceHubs

SKILLS

- Airwatch. MDM certified
- Snow Certified SAM Professional
- CAA accredited pilot
- Full Clean UK Driving license
- O365 Global Deployment
- SAM
- ITAM
- ISO27001
- GDPR, SOX, PCI-DSS
- Managing Global IT budgets of £100m+
- Head of Level, Managing multiple ops teams & budgets globally

LANGUAGES

English spoken and literature	●●●●●
Greek	●●○○○
French	●●○○○

EXPERIENCE

IT Change & Technology Asset Manager
Info Tech Solutions - NY   Jan 2019 - Present

I am currently managing IT change and the Asset Management technology roadmap for Carnival UK. Since joining, I have created new policies and service management framework to allow Carnival to support its staff on shore as well as onboard the ships. I have created an asset management system using Snow License Manager and this provides hardware and software inventory information for the fleet and shore to manage risk and deployment of applications and hardware. Some of the key pieces of implementation and management that I have carried out is as follows:

- Daily change management and running CAB / Emergency / Expedited CAB meetings
- Creating a service architecture presence in line with industry requirements
- Creation of CMDB to manage assets on ship and shore ranging from phones to POS (around 20,000 devices)
- Regular contact with vendors and suppliers to ensure value and operational support is met
- Creating close relationships with the business stakeholders to ensure everyone is involved or consulted around technology changes and enhancements
- Create strategy meetings to understand where we want to be in the future, and how our guest experience is enhanced while at sea
- Management of all hardware in the business that is supported by IT
- Performing ELPs on tier one software products such as Oracle, Microsoft, Autodesk and Adobe – saving over £600k
- Working with suppliers on trial equipment to understand the greater value and benefit to the employees
- Service delivery, transition and design into the acceptance processes for the creation of new services

I decided to step down from Carnival due to outsourcing.

AWARDS

Raising Super Hero
August
Snow Software
Awarded Super Hero award, including a video interview for my 7 figure cost avoidance expertise

Global IT Asset Manager   Jun 2017 - Dec 2018

Hutson Technologies

I managed to implement ITIL aligned governance across the globe and bring their practices in line with the industry standards.

I lead the work on the modern office project with a global team of 17 EUC analysts to implement office 365, Win 10, and underlying services as well as the hardware requirement to support a global user base of over ten thousand staff. I managed assets ranging from mobile devices through to endpoints and license servers (26,000 assets).

Some key changes that I had made at Dyson to date are as follows:

- EA alignment, value added analysis and co-term a lot of old out of date agreements to a single renewal schedule and cost base – saving Dyson £1,200,000+ in one year alone (a white paper has since been written about me by Snow Software)
- Windows 10 pilot and hardware testing in line with the customer's needs (engineering, CAD, VR for the RDD teams)
- Brought Dyson into the VR age and allowed them to understand the benefits of VR in design as well as retail manufacturing by creating a certified VR lab with videowall at H86
- Software rationalization and standardization - an exercise of understanding the business requirement and needs, remove software and co-manage a team of application packagers to deploy apps through SCCM and Software Center
- Manage JAMF inventory – an enterprise solution for Mac deployment and inventory
- Service level architecture – aligning services to stakeholders, service owners, creating RACI Matrix for service relationships, problem, change and incident management
- Hardware strategy and roadmap for the global estate, in line with territorial requirements (examples such as China restricting device hardware level encryption)
- Global software license management in line with territorial policies and legislation
- HSE regulations and alignment to ensure all employees are empowered and have equipment to aid any barrier to work
- Draw up new agreements with new suppliers, using various practices to ensure value is provided to Dyson (using the quality triangle!)
- Snow License management – I am the sole owner of Snow and manage the database daily and have configured the data to accurately collect usage metrics
- Working directly with James Dyson on several projects including the automotive team and creation of the Hullavington offices as well as working with local schools and donating entire IT suites to aid the children into an engineering career

Service Asset & Configuration Manager
Accenture Technologies

Aug 2014 - Jul 2017

My day-to-day duties involved maintaining and managing the IT estate across the UK and abroad. The devices that I managed and implemented varied from mobile phones using AirWatch MDM and BES to servers for business units, this can be as simple as issuing a mobile device, to providing a specification on a server, ordering the server and arranging the relevant teams to install the equipment and assign the correct server licensing and software – I will then provide the service relationships and maintain the reporting data for the devices on the Atrium CMDB.

In my time with Arqiva I had implemented smart phones across various business units using Airwatch MDM (replacing Blackberry), updated the IT estate to provide over 95% trackable assets to meet ISO 27001-1 standards for security due to our customers such as the BBC and ITV. I was also the point of contact for architecture advice on what equipment is beneficial to the company whether this is for smart metering (M2M & Thames water) or whether we need to run a server spec for mobile device management / VM / VDI. I had also built a great rapport with various suppliers in the company and have a proven track record of savings over £700,000 by sourcing better suppliers and re-harvesting IT equipment on a yearly basis as well as software audits to make sure we are using the most cost-effective app for the business.

I had also implemented a WEEE policy (27000-1), which ensures that the company meets its environmental obligations and building PR by donating equipment to UNICEF that would otherwise end up in a landfill. The processes that I have put in place not only mean that we can track an asset through its lifecycle but we can see what impact that has by creating a relationship framework which provides us with proactive information on what impact a server decommission would have on the business and also the customer via tested and secure change management process – this also means I am a key member of the architecture and problem board to ensure that the IT budget and 3 year plans are always met in terms of updates, security, cost savings and to keep ahead in the industry with cutting edge equipment and a route cause analysis framework for problem management as well as governing processes and procedures.

The role was such that I was an important key in the change management & problem

management process to ensure that the service linkages provide key detail into any potential errors or for route cause analysis of a problem so that it can be corrected as appropriate. As well as managing the hardware, I also manage SAM, I use a variety of tools including SNOW, SCCM, Atrium CMDB and the occasional spreadsheet to ensure that Arqiva is compliant from a licensing perspective – this includes software standardization as well as hardware to ensure that the business is aware of the impact and also for housekeeping. In my time, I have created the Software Approval Forum, and the Hardware Forum, which involves key stakeholders in each resolver group to ensure that we are all on the same page on what the business requires and how we can facilitate that need. Due to the role being slightly hybrid, I co-managed a team of 8 IT service desk analysts and 6 desktop support analysts which cover the entire UK infrastructure.

Customer Services and Banking Hall Manager   Jan 2014 - Aug 2014
American City Group

My position was a customer service manager and banking hall manager, this busy role involved dealing with all customer's requests, transactions, problems and bank management. I managed a team of five advisors reporting under myself and as a line manager, this involved performance planning & reviews, HR queries and action plans. The role involved loan & debt consultation, consolidation, mortgage advice and assessments to help customers.

EDUCATION

Masters in Computer Science   Jul 2019 - Present
The University of Texas at Dallas

Snow Certified Professional SAM (SLM, INV, SMACC, SIM)   Jul 2018 - Present
Snow Software

Snow License Manager Advanced User   Jul 2018 - Present
Snow Software

Snow Implementation Certification   Jul 2018 - Present
Snow Software

ITIL V3 Foundation   Sep 2015 - Present
Axelos

APM Project Manager Foundation Certification   Apr 2015 - Present
SPOCE