

John Bell

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Professional Profile

A highly-experienced & business-led Senior IT Leader with a very successful background in B2B, financial service (clearing), banking, consultancy, commercial & global corporate sectors. Commercially-aware, with a broad range of transformation management experience with LCH.Clearnet and Cap Gemini.

Collaborative approach to successful IT management & change, engaging with key business stakeholders, vendors and 3rd parties, delivering 'fit for purpose' IT solutions & business processes.

Highly-accomplished in managing and coaching IT resources, including co-sourced teams.

PRINCE2 & ITIL qualified, with strong experience of applying best practice frameworks.

Experience of driving change management, business transformation, service transition, strategies, technology roadmaps, 24*7 support, high-availability services, change control and systems migration.

Key Skills, Attributes & Capabilities

Budgetary Management & Control (OPEX & CAPEX)	Service Delivery Management & Support
ITIL Best Practice Methods and Frameworks	Project Lifecycle Management, PRINCE2
Disaster Recovery (DR) and Business Continuity	IT Security Policies, Processes and Protocols
Enterprise Architecture and IT Infrastructure	Service Acceptance and Change Control
Outsourcing Arrangements & Transformation	Incident Management, Reporting & Resolution
Offshore and Onshore Resource Management	Transformation and Change Management
Team Leadership, Coaching and Mentoring	Stakeholder Engagement and Management

Career to date

SABBATICAL Oct 2014 to Present

INFRASTRUCTURE / SERVICE TRANSITION MANAGER: LCH.Clearnet Nov 2011 to Oct 2014

Responsible for all aspects of global IT infrastructure management, including delivery of IT change

- Focused on driving service improvements, team coaching, incident management & enhanced IT support
- Business accountability for co-sourced IT teams across global locations (16+ onshore and 50+ offshore)
- Provision of infrastructure and support within an ITIL environment, delivering BAU and change services
- Supports IT services including Windows, UNIX, virtualisation, networks, VMS, storage & change control
- Engagement with senior stakeholders, including prioritisation of projects against business requirements
- Full budgetary management responsibilities, producing OPEX budgets for production services of €10m+
- Supplier and vendor management, driving efficiency savings and measuring service performance & KPIs

Key achievements, projects & business outcomes include:

- Ensured service transition and infrastructure compliance, including resolution of audit findings & issues
- Successfully provided leadership to the team throughout major transformation and quality improvements

CHANGE DELIVERY MANAGER: LCH.Clearnet Nov 2009 to Nov 2011

Responsible for spearheading the delivery of business change, predominantly via IT infrastructure

- Provided leadership during a period of major transformation, with creation of an offshore 24*7 capability
- Focused on establishing and managing a Change Delivery Team, delivering enterprise project activity
- Managed resources including Project Managers, Service Acceptance, Design & technical support teams
- Project planning, analysis, development, implementation & resource deployment management activities

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Key achievements, projects & business outcomes include:

- Attended regular progress meetings with stakeholders & executives, effectively managing expectations
- Established and chaired the IT Change Advisory Board, advising on IT, technology and transformation
- Led the implementation of new processes to reposition IT to deliver improved ROI via increased CAPEX
- Delivered infrastructure and support services for a clearing service refresh project

INFRASTRUCTURE MANAGER: LCH.Clearnet

Feb 2007 to Nov 2009

Responsible for all aspects of infrastructure management, underpinning the production environment

- Appointed as Production Infrastructure Manager to lead the delivery of both BAU and change activities
- Focused on management of technical environments including UNIX, VMS, networks & Windows server
- Delivery of business-critical IT services and infrastructure via the desktop environment for key IT users
- Production of incident management services and support out-of-hours, ensuring 24/7/365 IT availability

BUSINESS SERVER MANAGER: LCH.Clearnet

Jun 2005 to Feb 2007

Responsible for driving delivery of a portfolio of both BAU and change activities across the business

- Appointed as Business Server Manager to effectively manage database, UNIX and VMS support teams
- Project planning, analysis, development, implementation & resource deployment management activities

VMS TEAM LEAD: LCH.Clearnet

Jun 2001 to Jun 2005

Responsible for all aspects of team leadership and technical support, supporting mission-critical IT

- Leadership, management and motivation of a multi-functional team of system administrator personnel

CONSULTANT: Cap Gemini

Sep 1995 to Jun 2001

Responsible for the provision of client-facing consultancy services, transformation & project delivery

- Engaged as a Consultant with financial clients including the Exchange Clearing House and Rothschilds
- Advised clients on business process transformation, including the adoption of technology

Early Career Includes

Senior Operator / OpenVMS System Manager

British Gas

Technical Skills

Business Architecture, Infrastructure & Applications

IT Networks, LANs, WANs, TCP/IP

Database Technologies and Solutions

Virtualisation, Storage and Cloud-based IT

UNIX, Oracle

Data Centre Environments & Solutions

Microsoft Windows, Microsoft Exchange, Server

Service Acceptance and Change Control

Onshore and Offshore Technical Resources

Technical Support Management & Services

Professional Accreditation

CSM

Certified Scrum Master

ITIL Foundation course ITIL V2 Service Delivery

ITIL Foundation Course

ITIL V2 Service Support

ITIL V2 Service Delivery

PRINCE2

PRINCE2 Foundation

Education & Qualifications

Hartlepool College of Further Education

NCC Diploma, Information Technology

Personal Information

UK Citizen Flexible on location