

KEVIN O'BRIEN

IT Professional

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📍 2 Nascot Place, Watford, Hertfordshire,
England. WD17 4QT.



EXPERIENCE

Acting Service Delivery Manager

Watford Borough Council | Three Rivers District Council

📅 July 2016 - ongoing 📍 Watford | Rickmansworth, Hertfordshire

Shared Services ICT for 2 x Councils

- Managing BAU activities across two local authorities, and several sites
- Supporting ICT services within an ITIL environment & defined SLAs
- Managing & supporting desktop, apps, server & network engineers
- Creating work plans, attending CABs
- Reporting to ICT Client Manager
- Wide experience of Intranet and Web presences, managing content within corporate CMSs, training administrators & content designers
- Remaining heavily involved in tech activities. Exposure to many business applications, spanning HR, Revenues and Benefits, Planning, Finance etc.
- Wide experience of MS Office
- Wide experience of data analysis, reporting, normalisation, database build and maintenance
- Experience of AD / Exchange
- Experience of server support
- Exposure to networks support

Technical Team Leader

Capita IT Services

📅 July 2014 - June 2016 📍 Watford | Rickmansworth, Hertfordshire

Provision of outsourced ICT Services for Watford & Three Rivers

- First experience of management, improved service delivery

Applications Analyst

Capita IT Services

📅 May 2013 - June 2014 📍 Watford | Rickmansworth, Hertfordshire

Provision of outsourced ICT Services for Watford & Three Rivers

- Significant change in role + culture

Web Development Analyst

Watford Borough Council

📅 June 1999 - May 2013 📍 Watford, Hertfordshire

ICT Services for Watford Borough Council

- Introduction of first website | Intranet for the council
- Rebuild of site and intranet using first CMS

TECHNOLOGIES

Active Directory

Applications support & management

Content management & design CSS

Data analysis Data design

Data management Data mining

Exchange Graphics HTML

HyperV ITIL Leadership

Management MS Office

Presentation SC cleared Scripting

Server admin Service desk - RMS

Service desk - ServiceNow Software

Software management SQL

Technical Support Training VM

Wordpress Writing for the web

SKILLS

Interpersonal



Written communication



EXPERIENCE

Senior Analyst Programmer

Watford Borough Council

📅 Aug 1987 - June 1999 📍 Watford, Hertfordshire

ICT Services for Watford Borough Council

- Authoring & development of payroll / HR application automated backpay

Systems Analyst

Rolls-Royce Aero Engines

📅 Apr 1984 - July 1987 📍 Leavesden, Watford, Hertfordshire

Design, manufacture and support of helicopter jet engines

- Design and implementation of bespoke development costing system

Apprentice Business Technician

Rolls-Royce Aero Engines

📅 Sep 1979 - Apr 1984 📍 Leavesden, Watford, Hertfordshire

Company Description

- Multi-skill apprenticeship in technical and business areas

EDUCATION

Business Studies BEC

Hatfield Polytechnic

📅 Sep 1979 - June 1982 📍 Hatfield, Hertfordshire

- BEC Business Studies Pass

Secondary Education

St. Michael's RC Secondary school

📅 Sep 1972 - June 1979 📍 Watford, Hertfordshire

- Achieved 7 'O' levels and 3 'A' levels

QUOTES

Always do your best. Always help others to do the same!

Kevin O'Brien

STRENGTHS



Hard-working

55-60 hrs in the office. On call 24/7/365



Positive



Very resistant to stress

ACHIEVEMENTS



Continuous employment

42 years, from paperboy to SDM!



Work ethic & energy levels

Drive, passion, determination



Payroll system

Written from scratch. Never missed a payment run or miscalculated a payment in the 7 years of the system's lifetime!



Authoring 20+ websites

From small & static to large scale & dynamic!



Cycled Mont Ventoux

Participated in 2009 Etape. Lived to tell the tale!

PASSIONS



Family and friends

Married to Tracy since 1987 (no children).



Fitness

Maintaining a good level of fitness.



Music

Play guitar to a decent standard.