**Alison**

[**Alison.336260@2freemail.com**](mailto:Alison.336260@2freemail.com)

***Senior manager / functional head with over 20 years industry experience, exceptional, dynamic communication skills and strong business fluency. A motivational leadership style with a strong focus on customer service and the end user experience.***

**Academic Education**

* BA (Hons) Psychology and Law 1993-1996, Leicester University
* ITIL v3 Foundation
* DMI Postgraduate Diploma Digital Marketing

**Career History**

**Sabbatical:** Property renovation, relocation to UAE  **July 2015 – Present**

**Freshfields Bruckhaus Deringer LLP (London / Dubai)**

**Global Head IT Business Relationship Management Jul 2008 - Jun 2015**

**Simultaneously: MENA Regional IT Manager**

‘Magic Circle’ international law firm. 4500 staff in 28 global offices, across five regions.

* **IT Business Partner**, SME, member of Global IT Senior Management team. Established and led firm’s IT Business Relationship Management (BRM) function, shaped IT strategy, ensured service delivery alignment to strategic business goals and capabilities, improving credibility, reputation and trust. Accountable for customer service excellence and the transformation of the IT : business relationship across BAU and project delivery (PMO)
* **Engagement & Stakeholder Management:** Identified, profiled, mapped stakeholders / groups. Owned close, matrix relationships with C-suite leaders, senior stakeholders and business unit heads globally. Acted as advocate for cross-business functions, at all levels, through all PMO, IT project and IT service planning, delivery and management activity. Primary point of contact for the business
* **Internal communications management:** Defined business comms strategy, house style, standards, event (inc. crisis scenario) and audience specific comms schedules. Special consideration paid to local, cultural preferences and styles, and non-technical, business-relevant translation of technical messages. Communicated IT strategy / project plans and progress to matrix business stakeholders to secure support, sponsorship and consistent stakeholder / audience engagement
* **Project & Change Management:** With PMO. Defined and led business engagement and communications. Captured needs, risks and agreed measures of success. Defined most effective / least disruptive delivery models per business unit / geography. Managed project plans and reported progress. Dedicated PM for multiple, often complex simultaneous, technology projects across MENA and in London.
* **Business Analysis:** Mapped technology use and requirements across processes / functions to provide reliable insight and business intelligence. Enabled C-suite leaders, PMO and Partnership to make evidence based strategic and tactical decisions, accurately execute product selection and design, and more effectively manage business crises
* **Data analysis and reporting:** Set / refined KPIs, implemented balanced scorecard and IT Experiential and ROI reporting to allow real-time insight into the IT experience (by location, function, department or individual), and demonstrate explicit BRM value-add in tangible business terms
  + With sponsorship from CEO, launched annual Global IT Satisfaction / Net Promoter Score (NPS) survey. Analysed and presented results, set SMART global / regional / local objectives, delivered data driven progress
* **Resource management:** Led international network of IT Managers, Business Relationship Managers and Support teams. Responsible for talent acquisition, coaching and development, performance management, succession planning. Managed time and allocation to local and global initiatives and projects
* **Content management:** Drafted copy, edited and coordinated worldwide IT business publications, training material, crisis communications and audience specific presentation content for CIO and Global Leadership Team
* **Budget control:** Owned Global BRM and MENA Regional IT annual budgets, spend and reporting
* **Vendor management:** Supplier and product selection, managed performance against KPIs and contract terms to control and manage costs, ensure service excellence and increase value
* **ITIL Process Management** across the ITIL suite, specifically Change and Problem, consultant to **Lean 6 Sigma** projects

**Mazars LLP (London)**

**UK IT Support Manager Nov 2006 - Jul 2008**

An international accountancy firm with partnerships in 77 countries. 16,000+ users in 19 offices across the UK.

* **Transformation:** Recruited to transform IT customer service for the UK and effectively partner with the business, creating distributed support structure and productive stakeholder management
* **Resource management:** Led national network of support teams (across 20+ offices), central helpdesk and delivery of services to all UK offices
* **ITIL:** Defined, implemented aligned strategy, technical and customer services roadmap for Mazars UK to mirror business strategy and meet business need, participated in Lean 6 Sigma projects
* **Internal communications:** Set strategy, implemented matrix, needs-based comms channels
* **Data analysis and reporting:** Delivered operational reviews to C-suite leaders, accommodating changing business, customer and client needs, refining strategy accordingly
* **Policy definition:** Defined and introduced departmental procedures and policies, supported by introduction of support and asset management system
* **Project Management:** Planned, managed project delivery including tech, acquisitions, relocations
* **Budget control:** Managed budgets and reporting
* **Vendor management:** Owned and managed relationships with vendors and service providers

**Bain & Company, Inc. UK (London)**

**TSG Team Lead Sep 1999 – Nov 2006**

A leading global management consulting firm. 53 offices in 34 countries. Major clients across many industries and six continents.

* **Service management:** Managed IT support for London and Johannesburg, servicing 400+ office based and mobile users, domestically and internationally
* **Project management** for London and South Africa offices
* **Resource management:** Recruitment, coaching and development, performance management
* **IT Training:** Delivered one-on-one and classroom based (<35 delegates) IT training
* **Policy definition:** Implemented new departmental policy and procedure in line with ITIL principles
* **Technical delivery:** Software deployment and site management through MS SMS 2003
* **Disaster recovering / business continuity:** London DR / BC Lead
* **Event management:** Planned and supported internal and offsite VIP and client events
* **SME / Speaker:** Presented at annual firm conferences (300+delegates)

**QNS (London)**

**Technical Field Engineer Dec 1997 - Sep 1999**

An all-round IT solution and training provider and reseller.

* Technical support engineer providing outsourced IT support, project management and implementation to circa 200 prestigious clients nationwide

**Scottish Widows (London)**

**Support Analyst Sep 1996 - Oct 1997**

A leading life, pensions and investment company. A subsidiary of Lloyds Banking Group.

* Member of a team providing 2nd and 3rd line technical support to 300+ office based and mobile users across the UK

**Interests:** Film, theatre, reading, yoga, spinning, SCUBA diving, skiing, F1, independent travel.