

KEVIN O'BRIEN

IT Professional

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



EXPERIENCE

Service Delivery Manager

Watford Borough Council | Three Rivers District Council

📅 07/2016 - Ongoing 📍 Watford | Rickmansworth, Hertfordshire

Shared Services ICT for 2 x Councils

- Managing BAU activities across two local authorities
- Supporting ICT services within an ITIL environment
- Managing & supporting desktop, apps, server & network engineers
- Creating work plans, attending CABs, CAB approver
- Reporting to and deputising for ICT Section Head
- Managing 3rd parties - service desk partner, applications vendors, service providers
- Wide experience of Intranet and Web presences, managing content within corporate CMSs, training administrators & content designers
- Supporting business applications
- Wide experience of data analysis, reporting, normalisation, database build and maintenance
- AD / Exchange
- Exposure to Infrastructure / server support
- Exposure to networks support

Technical Team Leader

Capita IT Services

📅 07/2014 - 06/2016 📍 Watford | Rickmansworth, Hertfordshire

Provision of outsourced ICT Services for Watford & Three Rivers

- First experience of management, improved service delivery

Applications Analyst

Capita IT Services

📅 05/2013 - 06/2014 📍 Watford | Rickmansworth, Hertfordshire

Provision of outsourced ICT Services for Watford & Three Rivers

- Significant change in role + culture

Web Development Analyst

Watford Borough Council

📅 06/1999 - 05/2013 📍 Watford, Hertfordshire

ICT Services for Watford Borough Council

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

SKILLS

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

📅 08/1987 - 06/1999 📍 Watford, Hertfordshire

ICT Services for Watford Borough Council

- Authoring & development of payroll / HR application, including fully automated backpay calculations

Systems Analyst

Rolls-Royce Aero Engines

📅 04/1984 - 07/1987 📍 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

📅 09/1979 - 04/1984 📍 Leavesden, Watford, Hertfordshire

Company Description

- Multi-skill apprenticeship in technical and business areas

EDUCATION

Business Studies BEC

Hatfield Polytechnic

📅 09/1979 - 06/1982 📍 Hatfield, Hertfordshire

- BEC Business Studies Pass

Secondary Education

St. Michael's RC Secondary school

📅 09/1972 - 06/1979 📍 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

- ★ **Watford Borough Star Award 2017**
Award for Dedication to Service from poll of Watford Borough council staff
- ★ **Watford Borough Star Award 2016**
Polled first among all employees in Watford Borough. Voted highest from 16 nominees.
- ✓ **Continuous employment**
45 years, from paperboy to SDM!
- ✓ **Work ethic & energy levels**
Drive, passion, determination, integrity
- 👥 **Payroll system**
Written from scratch. Never missed a pay run or miscalculated a payment in 7 yrs of the system's lifetime!
- 🌿 **Authoring 20+websites**
From small & static to large & dynamic!

PASSIONS

- 🔥 **Family and friends**
Married to Tracy since 1987 (no children).
- 🏃 **Fitness**
Maintaining a high level of fitness.

PASSIONS



Music

Play guitar to a decent standard.