
IT SERVICE MANAGER CV

In creating an IT Service Manager CV, you should highlight aspects that will convince employers of your efficiency for the job. Adequate education/training and experience working in IT business environments with specific duties and responsibilities should be stressed out. Extensive knowledge of IT operations and the relationship of these processes to clients are imperative to be successful in this position. You can showcase your experience in infrastructures development, IT risk management and governance, and deployment of suitable ITIL components and processes. Normally, employers require applicants with a degree in IT-related courses. Below is a sample CV of an IT Service Manager for your perusal.

Xander Irwin

4526 Nibh Avenue, North Berwick, East Lothian, YH56 0HV Date of Birth: March 14th, 1990

Email: [email] Mobile: 07789 235319 Tel: 01453 413102

CAREER OBJECTIVE:

My primary objective as an IT service manager is to develop a governance and risk management framework that responds to IT demands and pave the way towards achievement of company goals. In order to do this, I will see to it that IT service management principles are implemented and that equipment, systems, processes, products and services all meet specifications and high quality standards. With two years of experience as IT service manager, I have broadened my understanding of IT operations as well as client demands and how we can satisfy those. This being said, I am confident that I can contribute positively to the company.

PROFESSIONAL ACCOMPLISHMENTS:

Hands on experience in managing all IT processes as per finances
Immense knowledge of various service delivery standards
Excellent knowledge of application database
Ability to monitor all IT infrastructure processes
Ability to monitor all issues and provide effective resolution
Familiarity of financial markets and processes

QUALIFICATIONS:

BSc (Hons) in Computer Science Lancaster University	Bailrigg Oct 2008 – Jun 2011
A Levels in Computing, Mathematics, Physics, Chemistry, English Language Stockport College	Stockport Sep 2006 – Jun 2008
GCSEs: Maths, Physics, Chemistry, English Language Dwight School London	Barnet Sep 2001 – Jun 2006

EMPLOYMENT HISTORY:

Deloitte IT Service Manager	London Dec 2012 – Till Date
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- Designed appropriate IT risk in processes and associated network.
- Developed proposals for IT infrastructure and provided user support.
- Designed and implemented processes as per IT service principles.
- Supervised various help desk activities and escalated issues if required.
- Administered disaster recovery processes and kept backups.
- Maintained IT Help Desk and operating system.

Vertex Solutions IT Service Manager	London Sep 2011 – Dec 2012
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- Coordinated with clients and participated in review meetings.
 - Ensured compliance to all contractual service levels for IT processes.
 - Developed and maintained all policies for IT services.
 - Assisted in hiring of all team members as per company objectives.
 - Prepared reports for Operations Manager as per reporting metric.
 - Evaluated all processes in coordination with IT Operations Manager.
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REFERENCES:

Gannon Boyer
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