

Candidate: Arun Gill

Charge rate: £36k FTC

Availability: Immediate

Location: Stafford

Presented to: G4S

Presented by: Mark Kitchen 02078715500 / 07580066274

Consultant comments: Arun was recommended to me for this assignment, he is a senior project coordinator with strong IT skills.

Arun worked for Lee Barnett at G4S (Covid testing centre - Peterborough). I found Arun to be knowledgeable and capable, his work experience is supported by promotion and contract extensions. He is easy to speak to, a clear communicator and asked all the right questions.

## PROFILE

Highly IT literate, commercially astute and goal-orientated professional, conveys a flexible approach to work. Particularly flourishes in an extremely fast paced environment and in his roles to date has demonstrated strong interpersonal skills and an ability to communicate and influence effectively at all levels. Arun prides himself on building strong working relationships with key stakeholders and has a proven ability to drive and motivate project teams to ensure business objectives are always met.

### Core Skills;

- Task and Time Management
- Prince 2 Practitioner
- Technology Implementation
- Requirements Capturing

- Video / Web / Audio Conferencing
- Budgeting and Cost Control
- RAID Management
- Scheduling Resource / Meetings
- Communications
- Negotiation

## CAREER

### **Walgreens Boots Alliance, Remote**

**June 2021 – February 2022**

#### **Project Coordinator / Project Manager (Contractor)**

Using Microsoft Azure as the platform, Arun performed a key role as both Project Coordinator and Manager in the successful migration of numerous SAP's from an aging on premise model, into the cloud as part of the Boots LEAP Cloud Modernisation (Cloud Mo) Programme. Industry giants such as; Walgreens, Boots, Alliance Healthcare, Microsoft, Accenture, IBM, BT, and Tata Consultancy Services were engaged on a daily basis.

#### Key achievements:

- Two contract extensions based on strong performance.
- PM that oversaw two of Boots' major app migrations into the cloud allowing for future agility, speed, innovation and cost efficiency.
- Single point of contact for the Cloud Mo Programme in terms of BT Network Requests with a 100% implementation rate, 0% major incidents and 0% rollbacks.
- Designated Change Champion between the Cloud Mo and Modern Workplace Programme's, ensuring all data and comms between the two was 100% accurate.
- Ability to host and promote communications between multiple Time Zones; including UK, USA, Europe and India.

### **G4S, Various Locations (Cambridgeshire / Norfolk Area)**

**August 2020 – May 2021**

#### **Covid-19 Mobile Testing Unit (MTU) Manager**

Prioritising, delegating and managing the workload of a team of ten Covid-19 testing assistants. Ensured each shift is sufficiently covered. Monitoring the quality of work against agreed performance criteria allowed Arun to identify training requirements and suggest efficiency improvements to the Regional Test Site (RTS) Manager as well as fellow MTU Manager's. Also required to collate statistical data and produce daily / weekly senior management reports.

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Key achievements:

- March 2021 saw his team become the first MTU in England to trial the distribution of lateral flow tests.
- Heavily contributed to the development of the current, in use MTU Staff training plan in order to train new recruits to a high, consistent standard.
- Regularly conducted coaching, review, feedback and briefing sessions with his team; mentoring three team members through their route into management.

**G4S, Various Locations (Cambridgeshire / Norfolk Area) May 2020 – August 2020**  
**Covid-19 Mobile Testing Unit (MTU) Assistant**

An integral team member in the setting up and running of regional Covid-19 Mobile Testing Units (MTU's); contributing to their success in delivering excellent patient care relating to the testing of key workers and members of the general public alike.

Key achievements:

- Contributing to the rollout of PCR and Lateral Flow Testing ensuring each mobile site adhered to social distancing requirements and were COVID-19 secure, Arun found the role extremely rewarding and was proud to have played his part in the country's response to help combat the global pandemic, with the sole aim of protecting the NHS and saving lives.

**bet365, Stoke-on-Trent Sept 2017 – April 2020**  
**Project Coordinator**

Working primarily in a PRINCE2 environment, Arun took the delivery lead on mainly Infrastructure / IT projects in their entirety from inception to Go Live and operational handover, delivering these in line with the Department's Processes and Delivery Lifecycle. Arun would work closely with tech / team leads to build work packages, book resource and provide an end-to-end delivery plan; regularly tracking and providing clear communication on all work items under his management.

Key achievements:

- Successfully managed the transition from Lync 2013 to Skype for Business 2015, improving call quality, downtime, BCM resilience and channels of communication between sites across three continents.
- By restructuring all internal vIP's from OTV to RHI, Arun enhanced BCM resiliency across multiple data centres across three continents resulting in cost savings to the business continuing to run into the millions of pounds.
- Played a critical role in the successful relocation of the company's Sydney office involving the migration of over 500 staff and their respective workstations.

- Increased Information Security robustness through the architecting and introduction of the 'LastLine' and 'Darktrace' platform, the "Lastline" project was completed two weeks in advance of original planned Go Live.
- Facilitated continuous vendor security support by successfully upgrading the VMWare hypervisor estate to ESXi 6.5, also eliminating vulnerabilities uncovered with the existing version.
- Increased business resiliency from malicious attacks in response to the "Wannacry" global ransomware attack, by disabling SMBv1 across the whole business estate across three continents.

**bet365, Stoke-on-Trent**

**April 2015 – Sept 2017**

**Desktop Engineer**

Mainly accountable for responding to requests to install, move and troubleshoot faults on desktop PCs and laptops within the business, as well as taking ownership of incident tickets and aiming to resolve them within SLA's. Arun was also responsible for deploying software and OS security patching on Windows, MAC OS and Linux Operating Systems.

Key achievements:

- Deployed software packages via the Altiris console, utilising batch file commands and VB scripts in the form of packages that could be deployed remotely via the console.
- Successfully completed the installation of various software, computer hardware and peripherals.
- Delivered on two micro projects involving the movement of the OTS department setup, and the migration of the kitchen/canteen area PC workstation arrangement.
- Played a key role in the upgrade from Altiris 71 to Altiris 75 across all sites globally.
- Played a leading role in new overseas offices/expansion projects to tight deadlines.

**bet365, Stoke-on-Trent**

**June 2014 – April 2015**

**IT Service Desk Technician**

Arun was the initial point of contact for the IT Services Management department for over 4,000 members of staff via; remote desktop connection, email, telephone or face-to-face communication. Working within strict SLA's, Arun escalated to 2nd or 3rd line teams where required.

Key achievements:

- Praised by management for suggesting reception print staff passes on a Monday morning for new starters, the busiest period of the week for the Service Desk.

- Closed 95% of tickets on the first call without the need for escalation to 2nd or 3rd line teams.
- Achieved a user satisfaction rating of 4.9/5.0 (14% higher than average).
- Cut incident callback rate by 12%.
- Designed and conducted online technical training for company employees.
- Received strong end user feedback on dealing with their technical issues, with a positive response rate of over 90%.
- Awarded 'Star Employee' three times for delivering outstanding technical support and customer service.

## EDUCATION / QUALIFICATIONS

### Manchester Metropolitan University

2010 – 2014

BSc (Hons) Business Information Technology

Achieved 1st Class Honours. Final year modules included; Project Management, Information Systems Strategy, Developing a Digital Business, Research Project (Dissertation).

### Stafford College

3 A-Level Passes | ICT, Business Studies and Economics, Law

### Blessed William Howard Catholic High School

10 GCSE Passes (including A in Maths and English Language)

- ITIL v3 Foundation trained.

## ADDITIONAL INFORMATION

Languages: English (fluent), Punjabi (basic).

IT/Software Proficiency: Windows (XP, 7, 8, 10) and the latest Mac OS and Linux environments, MS Office, MS Project, Ceptah Bridge, MS Visio, MS OneNote, MS Teams, Skype for Business, Zoom, Cloud Computing Services (Windows Azure, Amazon Web Services, iCloud), Active Directory, MS SharePoint, MS Exchange Server, Remedy, VPN, TrueCrypt, Windows Server, Dropbox, Citrix, Altiris, Shavlik, MS Visual Studio, SQL Server and Adobe Photoshop.

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Interests: Research interests in; change management, APM, mobile and gaming technology, IT and business alignment, emerging technologies, business and politics. Also enjoys sport and travel.

Other:

- Full UK driving licence.
- Highest achieving student (university) at Level 4 prize awarded in August 2011.
- Student Residential Support Crew worker for University accommodation.
- Successful completion of a 12-month full-time work placement as an IT Services Analyst.

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