

KHALID FAZELI

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Accomplished Head of IT demonstrating high levels of business acumen, understands business demands and handles the day-to-day management of the IT department, infrastructure and systems development. Experience of change management, business-aligned IT Infrastructure design, strategy definition, technology roadmaps, Business Continuity, 3rd party suppliers / vendors, software and hardware infrastructure, business transformation, system migration and new technology deployment initiatives within leading-edge environments.

Consummate leader, who builds, coaches and directs high performing support teams and manages the allocation of resources to projects. Drives continuous improvements to IT support services whilst streamlining process to optimise responses and attainment of Service Level Agreements. Willing to relocate within the UK.

TRANSFERABLE EXPERTISE

LEADERSHIP: Strong critical decision making, motivating, team building, delegating and monitoring quality

PROJECT MANAGEMENT: Ensuring project deliverables are accurate and timely whilst monitoring and reporting on progress. Recognised for appropriate workflow management to ensure all work is prioritised and executed to meet client needs.

CONTINUOUS IMPROVEMENT: Proven ability to identify areas for further development, and able to support others in the process. Has an analytical and problem-solving approach to work. Excels at prioritising flexibly to meet rapidly changing needs. Adept at crisis and risk management

ORGANISATION AND PRIORITISATION: Astute organiser with the capacity to plan workload and prioritise tasks where necessary to achieve deadlines set

PROBLEM SOLVING & PLANNING: Proactive planner with excellent problem-solving skills complemented with the ability to devise solutions to achieve requirements

KEY SKILLS

- Security / Infrastructure Architecture
- Information Security
- Crisis Management
- Project Scheduling, Rollout and Delivery
- Project Closure and Lessons Learned
- Strategic Partnership Building and Networking
- Budget Management
- Staff leadership and development
- Partnership Working
- Business Case creation and Benefits management
- Resource management and forecasting
- Structured analysis and design
- Risk assessment and mitigation strategies
- Change Management

EXPERIENCE

FEBRUARY 2020 - PRESENT

HEAD OF IT, THE NAV PEOPLE

Responsible for ensuring that the business has an adaptable, secure, resilient and effective IT infrastructure in place at all times. Duties include, but not limited to setting the IT strategy in-line with the business long-term strategy, managing a team of technical staff, making sure the company meets all regulatory, legal, audit and agreed standards set by the business for IT, and being hands on at all levels.

JUNE 2018 – FEBRUARY 2020

IT MANAGER, KYOCERA SGS PRECISION TOOLS EUROPE LTD

Responsible for managing the IT Department. Duties include, but not limited to software/hardware management, procurement, project management and helpdesk. Successfully led the following projects from start to completion:

- Implementing a new ERP system – Sage200 accounts system fully integrated with SapManv12 (a bespoke manufacturing ERP system)
- Cloud Telephone and leased line migration – Migrated from an in-house Cisco PBX to a Cloud Vodafone OneNet solution
- Laptop upgrade – established and carried out a laptop refresh program
- Mobile Phones – upgraded from various devices (Android and iOS) to a unified Apple iPhone 8 for all users
- Visitor Management system – Implemented a visitor management system using ‘Sinica’
- GDPR – aligned all business processes to ensure the company is fully compliant with GDPR regulations
- HR System – implemented a cloud-based HR system (PeopleHR)
- Infrastructure – upgraded old cisco switches, firewall and access points to a simple Ubiquiti solution
- MR – Implemented a training platform using Microsoft Mixed Reality, HoloLens, solution

SEPTEMBER 2014 – JUNE 2018

SENIOR ERP CONSULTANT, K3 FDS LTD

The role was split between technical support and consultancy, working with SageX3 and Sage1000. For SageX3 I have been trained on Setup, Installation, Common Tools, Crystal and SEI. I was solely in charge of applying patches and service packs to customers Sage1000, SageX3, Sage SEI and Paperless systems.

JANUARY 2014 – AUGUST 2014

TECHNICAL ENGINEER, BOTTOMLINE TECHNOLOGIES LTD

My role included supporting Partners and end user customer with their Transform and Microsoft AX Dynamics projects. I was also in charge of a new ESXi server project which hosted 120 test servers for support users.

JANUARY 2013 – DECEMBER 2013

TECHNICAL SUPPORT ANALYST, INFOR GLOBAL SOLUTIONS

My role involved providing technical support for SunSystems users and resellers including but not limited to installations, upgrades, troubleshooting problems and reporting defects to the development team.

JUNE 2011 – DECEMBER 2012

ERP TECHNICAL SUPPORT CONSULTANT, SAGE GROUP PLC

Assisting business partners and customers with the resolution of their Line500 and Sage1000 software problems. Further responsibilities included testing suspected defects and providing full details to the Development team for correction, and subsequently testing any fixes. I was also involved in customer site visits and meetings, and improvements to the working practices of the support department.

AUGUST 2009 – JULY 2010

SERVER ENGINEERING (INDUSTRIAL PLACEMENT), AIR PRODUCTS & CHEMICALS INC

As part of my BSc Computer Science sandwich degree I worked with Air Products, an International chemical gas company, part of their High Availability Technical Support (HATS) team to manage their servers across the globe.

EDUCATION

SEPTEMBER 2017 - JANUARY 2020

MBA (MASTER'S IN BUSINESS ADMINISTRATION) UNIVERSITY OF HULL

SEPTEMBER 2007 - JULY 2011

BSC HONOURS IN COMPUTER SCIENCE, KINGSTON UNIVERSITY

SEPTEMBER 2016 - JULY 2017

AAT FOUNDATION CERTIFICATE IN ACCOUNTING & FINANCE READING COLLEGE

CERTIFICATIONS

NOVEMBER 2018

ITIL FOUNDATION THE KNOWLEDGE ACADEMY

FEBRUARY 2014

CERTIFICATE IN ADMINISTERING MICROSOFT SQL SERVER MICROSOFT

SEPTEMBER 2013

PRINCE2 FOUNDATION THE PRINCE2 ACADEMY