

Particulars

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My CV including certifications and all experience is online:
<http://mathewhomberger.work/>

Introduction

I have 15 years professional experience working with Information Technology, primarily in support. My Graduate Diploma in Computing, MCSE, CCNP, Checkpoint and ITIL certifications demonstrate that I am motivated. Today I'm interested in AI and Cloud Computing.

My areas of expertise are ITIL, Service Desk and Incident Management.

A Bachelor of Arts Degree has helped me acquire excellent analytical skills. My experience working for international companies shows that I am highly professional. I remain up to date through personal interest and study. I am presently self employed but miss being part of a team, sharing ideas.

Objective

The job would enable me to fully utilize my strengths in people and process to help drive an organization towards service excellence. I am professionally attuned having worked for MNCs.

Singapore Work Permit

I am entitled to work in Singapore being on a Long Term Visit Pass Plus (LTVP+) valid until August 2025. I also have a Pre-Approved Letter of Consent (PLOC). This mean I have the legal right to work in Singapore immediately.

Education

Bachelor of Arts Degree University of Melbourne 1993

- Anthropology
- Philosophy
- History
- Politics
- English

Graduate Diploma in Computing Studies RMIT 1998

- Networking
- Advanced Programming in C
- Object-Oriented Programming C++
- Project Management
- Database Systems
- Data Communications and Networks

Professional Certifications

- Microsoft Certified Systems Engineer (MCSE) – ID# 1668224
- MCP+I – Microsoft Certified Professional + Internet
- Cisco Certified Network Associate (CCNA) – ID# CSC010100721
- ITIL Foundation Certificate
- ITIL Practitioner Certificate – Support and Restore
- Introduction to Project Management – PMBOK

Technical Training

- System Administration for Microsoft SQL Server 7.0 (832B)
- Installing and Configuring Microsoft Windows 2000 File, Print, and Web Servers (1594A)
- NetWare 4.11 Administration (520)
- NetWare 4.11 Installation and Configuration Workshop (804)
- NetWare 4.11 Design and Implementation (532)
- NetWare 4.11 Advanced Administration (525)
- Networking Technologies (200)
- Service and Support (801)
- Cisco Systems Networking Academy Program Certificate, Box Hill TAFE
- Introduction to Firewall 1 – Check Point Certified Security Administrator
- Advanced Firewall 1 – Check Point Certified Security Engineer
- ITIL Foundation course
- ITIL Practitioner support and restore course
- Microsoft Project 2007 Foundation and Intermediate

Corporate Training

- Introduction to Foreign Exchange
- Conducting Effective appraisals
- Overview of Investment Banking
- Effective Presentation Skills
- Managing Business Relationships
- A 3D Perspective to IT Service Excellence
- Managing People and Teams
- The art of coaching
- The art of motivating others

Experience

IT Generalist

Employer: Self Employed
Duration: February 2011 – present
Location: Singapore

Position Description

Co-founder of The Metaphysics Alliance, a Singapore ACRA registered business, in part providing IT support and advice to customers and managing their technology presence by building, developing and maintaining their websites; developing and managing their online and social media channels; handling their e-commerce and online transactional platforms, and all aspects of customer and public communications including email/eDM delivery systems, as well as general IT support such as procurement and provisioning of IT solutions, and incident and problem management.

ITIL Consultant

Employer: CenITex
Type: Contract
Duration: October 2010 – February 2011
Location: Melbourne, Australia

Position Description

This was a short term government contract where I worked as a member of a project team to deploy ITIL aligned processes and tools (BMC Remedy). CenITex were centralising technology support for the whole of Victorian government (WoVG) to improve support while obtaining technology cost reduction through process standardization, automation and economies of scale.

Responsibilities

- Build team of 5 for on boarding new CenITex customers
- Stakeholder engagement
- Strategy and design presentations
- Current state analysis
- Develop roadmap for incident management process to achieve CMM Level 3

Head of Service Management

Employer: Barclays Capital
Designation: Vice President
Duration: September 2008 – September 2010
Location: Singapore

Position Description

IT Production Global Services is Barclays Capital's 1st line IT support centre. Based in Singapore the group includes approximately 250 staff responsible for 1st line customer and infrastructure support teams including Service Desk, Wintel, Unix, Networks, Web, Messaging, Storage, Database and Operations.

Within this group the Service Management team is responsible for common processes, tools, project management and reporting across all functions. The Service Management team seeks to apply industry best practice processes such as ITIL. Service Management is responsible for monitoring performance through reporting and working with teams to identify opportunities to manage and improve service. In this role I also managed the global Sourcing Operations (SOPS) team which is responsible for the administration of Purchase Orders and Contracts across the bank.

Responsibilities

- Manage team of 19 staff including hiring, roles and responsibilities, appraisals, personal development plans, team building.
- Operational and Management reporting. KPI definition and alignment across the group.
- ITIL process management for Incident, Problem and Change.
- Problem Management across the group. Proactive problem management through report analysis.
- Tool development and administration for shared tools across the group– HPSC, GSP, SharePoint, bespoke reporting tools, self help tools and knowledge base.
- Project Management, centrally manage all projects across the group. Application of the Barclays Capital methodology to all project work to ensure quality and consistency. On average there are about 20 projects open at any time.
- Manage the processing of purchase order requests and contracts in SAP. Work with partners in the Sourcing and Finance teams to ensure effective processes and appropriate controls were in place for purchasing.

Head of Global Service Provisioning

Employer: Barclays Capital

Designation: Vice President

Duration: January 2007 – September 2008

Location: Singapore

Position Description

The Global Service Provisioning (GSP) system is a web based service request workflow tool used for requesting and delivering IT services to internal corporate customers. Services might include items such as application software, accounts and permissions, computer hardware, laptops, blackberries, server hardware etc. In this role I managed three teams:

1. GSP Service Delivery Responsible for executing high volumes of global service requests, average of approximately 20,000 per month. This was a customer service focused team.
2. GSP Service Management This team was responsible for the administration and management of the GSP system including the service catalogue, workflows and end-to-end service management of requests.
3. Sourcing Operations (SOPS) The global administration of Purchase Orders and Contracts across the bank.

Responsibilities

- Manage staff including hiring, team structure, roles and responsibilities, shifts, appraisals, personal development plans, team building, productivity targets and performance reporting.
- Management and administration of the GSP service catalogue and workflows.
- Manage service delivery tasks, coordinate ad-hoc IT service requests, processing CAPEX requests.
- KPI identification and reporting.
- End-to-end service management for service requests. Service reviews to identify and remove bottlenecks in order to reduce delivery times. Identify system development opportunities to improve the performance, usability and customer experience of GSP. Prioritise and schedule system changes.
- Establish the GSP User Forum and arrange regular meetings to ensure services are aligned to business requirements. Run various forums with IT functions to address issues and continually improve the delivery of IT services.
- Oversee the development and documentation of GSP team processes and procedures to ensure service quality and consistency. Ownership of the SharePoint document management system and knowledge base for the GSP services team and the Global Service Desk.

Manager IT

Employer: Barclays Capital

Designation: Manager

Duration: January 2003 – January 2007

Location: Singapore

Position Description

Manage desktop support functions based in Singapore including the APAC regional IT service desk, desktop service requests and 2nd line desktop support at the Atrium office in Singapore.

Responsibilities

- Lead a team of 18 staff including staff hiring, team meetings, appraisals, training, mentoring.
- Manage the Asia Pacific IT Service Desk providing 1st level telephone support to 4000 users across the region. The IT Service Desk was responsible for completing software installs requests regionally, and co-ordinating ad hoc service requests
- Manage 2nd line desktop support for 1200 users at the banks Atrium office.
- Manage Desktop Service Delivery for 1500 users in Singapore including hardware deployments (PCs, Laptops, Blackberry Peripherals) and IMACS (Installs / Moves / Additions / Changes) for the desktop estate.
- Manage desktop procurement for Singapore. Define and manage procurement processes, vendor management and asset management. Ad hoc inventory reporting.
- Oversee the development of support processes and standards for IT Support Services. Liaise with global desktop management to standardise process globally. Liaise with global infrastructure support teams for incident, problem, release, change management.
- Strategic planning for desktop support services in the Asia Pacific region. Budgeting and managing spend for my area. Operational and Management reporting. Monitor performance against service level targets.