

Daniel Gilbey

'always looking for a better way to do things'

Profile

BCS and ITIL v3 qualified, technically minded IT professional with over 15 years' solid experience across technical service operations, business development, managed IT services, pre-sales consultancy and infrastructure and solution design.

Currently focused on Business Development, Account Management and Pre-Sales activities working alongside Sales, Product, Marketing, Operations and Development teams.

An excellent communicator, commercially aware and able to convey ideas, scenarios and solutions to technical, non-technical and managerial audiences with ease.

Experience

ACCOUNT MANAGEMENT / PRE-SALES CONSULTANT

Capita Healthcare Decisions

Home Based – May 16' - Present

- Key account management for various healthcare clients and partners within the North America and Australasia territories.
- Identifying areas for revenue growth across new business and existing clients, owning both technical and commercial aspects of client engagement, including ensuring appropriate product fit, meeting with clients to understand their requirements and performing gap analyses (i.e. MoSCoW) as appropriate.
- Providing input and offering direction to the product teams based on new technologies, early prototypes, client feedback and leverage of existing features.
- Presentation of bespoke demonstrations to prospective clients to target any specific 'pain points' as well as address their unique requirements.
- Responsible for solution design, creation of associated architecture documentation, working up cost and ROI models and obtaining approval for overall solution delivery from Senior Leadership.
- Working directly with all appropriate stakeholders to understand, clarify and progress opportunities and bring them to successful closure.
- Formation and review of quotations, tenders, PQQ, RFI, RFB, RFP, value proposition and other documentation where required.
- Handling multiple opportunities/tasks at any given time, prioritising and managing workload accordingly.
- Assisting with marketing materials and campaigns, offering feedback and input when applicable.

Achievements

- + Developed a client and partner facing solution demonstration environment, available 24/7.
- + Led a 're-engagement' campaign with our North American based clients and met with several of them in the US and Canada.
- + Created and presented a variety of solution demonstrations to prospective clients, both within the UK and abroad.
- + Nominated for a 'Capita People' award 2016.

Personal Details

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Key Skills

Problem Solving, Action Orientated, Adaptability, IT Strategy, Leadership, Self-Development, Pragmatism, Process Improvement, Pre-Sales, Cost & ROI Modelling, Solution Design & Delivery, Business Development, Data Analysis, Product Demos, Operational Planning, Project Management

Technical Skills

Salesforce, Power BI, DAX, WordPress, HTML, Solarwinds, MS Dynamics, Photoshop, ServiceNow, Azure, Linux, MS Office Suite, DevOps, Aha!

Qualifications

BCS Systems Development, BCS Enterprise & Solution Architecture, ITIL Service Operation, ITIL Service Transition, ITIL CSI, ITIL v3 Foundation, NVQ Management CompTIA Network+, CompTIA A+, Solarwinds SCP, Palo Alto ACE

Languages

English 
Spanish 

Interests

Photography, XC biking, XC Running, Adventure racing

References available upon request

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PROBLEM AND EVENT MANAGER Capita IT Enterprise Services - Basingstoke, Hants – Sept 11' - May 16'

Forming part of the Service Delivery Management team, I had full ownership of the Problem and Event management processes (in line with ITIL best practices) concerning any identified infrastructure and/or software problems and ensuring that the appropriate level of investigation and resolution was afforded in any instance arising (where applicable). This involved relationship management with both internal departments and client / supplier stakeholders as required on an as needed basis.

From a technical perspective, I was responsible for overseeing network and infrastructure monitoring activities across our entire managed services estate, utilising the Solarwinds Orion suite of applications (NPM, NCM, SAM, NTA, IPAM, WPM and STM) and the development of solutions, processes and technical knowledge documentation surrounding this.

Assisting in troubleshooting, investigation and analysis of any server, network, infrastructure or application issues within a mixed technology environment (Windows, Red Hat, Extreme, Juniper, HP, Brocade, Palo Alto, Ibrix etc), from this I would then engage in formulating resolution plans and coordinating teams into any associated remedial actions.

Providing input, support, and guidance for day-to-day operational activities as well as supporting the Incident and Change functions.

Achievements

- + Implemented a search optimised knowledge base within SharePoint for customer information, process and technical documentation of varying levels and integrated this with our Solarwinds web interface.
 - + Evolved the monitoring platform resulting in a significant reduction in incidents/outages leading to an improvement in service availability across our managed estate.
 - + Managed the implementation of bespoke network and infrastructure monitoring and alerting across 31 hospitals and their respective back-end infrastructure (RIS, PACS, VNA and Departmental) components.
 - + Formed part of the team representing the company at the UK Challenge 2012 event in Stirling, Scotland.
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TECHNICAL ANALYST (CONTRACT) AXA Wealth - Basingstoke, Hants – March 10' – March 11'

My key area of focus within this role was the management and ownership of, in line with ITIL framework, all issues, requests and queries on a priority basis and troubleshooting these until successful resolution.

NETWORK OPERATIONS ANALYST 24/7 (CONTRACT) SONY - Basingstoke, Hants – March 08' – March 10'

Working on a rotating 12hr shift pattern, my principal responsibility was monitoring various systems (such as MOM, Tivoli and Control M) and ensuring that these operated as expected, in instances where issues arose, then to troubleshoot and resolve these. These systems included various SAP environments and processes, UNIX (HP AIX) based systems and Windows server environments.

SECURITY CLEARED SERVICE DESK ANALYST ATOS Origin - Andover, Hants – November 07' – March 08'

Working within a Security Cleared datacenter, my responsibilities included management and ownership of, in line with ITIL framework, all issues, requests and queries on a priority basis and troubleshooting these until successful resolution.

SENIOR SERVICE DESK ANALYST Getronics - Basingstoke, Hants – November 05' – November 07'

I was involved with various aspects of this extremely busy helpdesk, working closely within the ITIL framework, I dealt with and oversaw the 1st and 2nd line support for 30,000 Centrica employees.

References available upon request