

Curriculum Vitae

Ricky Pari – Project Manager with Product management experience

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Able to work on Solo projects or manage a team under Agile principles.

Core working attitudes:

Get s* done – I'm a very hands on person who likes to get involved**

Share Early and share often – I believe that to keep stakeholders interested and engaged with a project that you constantly must get feedback and reiterate on things as often as possible

Streamlined vision – Having everybody onboard with a project I'm working on makes delivery much easier as everybody has a shared vision and expectation on what's going to be delivered.

Key technologies / Methodologies : Jira Software/helpdesk, Slack, Product board, Gsuite, Office 365, Adobe Suite, Agile Scrum, Kanban, Stakeholder Management, Team Management.

EMPLOYMENT HISTORY

June 2018 – Present Perkbox – Sysops Project Lead / Programme Manager

I came into Perkbox as the first project lead for the business, this is the first startup that I'd worked for, a lot of the tech and business logistics were put together in a hurry and never really addressed if they were the best things to do the job, there was very much a mentality of "if it ain't broke don't fix it". This had to change if the business was to grow and stay relevant in its product space. Projects which I managed and saw through start to finish included Migrating to Zoom video conferencing software as well as fitting out our Zoom meeting rooms and board rooms with Zoom rooms, implementing a password Vault companywide for ISO 27001 requirements, unifying multiple Slack workplaces into a single company wide workspace catering to all of the business' needs and migrating our online payment gateway from one provider to another. This role was built around keeping all key stakeholders up to date around the business ensuring that everything was gone over with a fine-tooth comb to ensure a smooth and efficient release. This was the first company which I'd worked at to employ the Agile working methodology which I'm now well-versed in.

Nov 2017 – June 2018 Extech – Project Engineer / 3rd Line Engineer

After working at Extech for nearly 2 years, I managed to get a promotion into the Projects team, this role also came with a 3rd line escalation role for the 1st and 2nd line engineering team. My role focus' on implementing new solutions into businesses for example office 365 migrations, I have done migrations from local on premises exchange servers as well as existing hosted cloud solutions either from IMAP accounts or G-suite, from the 365 side of things, this role has already greatly increased my knowledge of cloud based solutions as well as hybrid exchange setups. This role also puts me in charge of managing expectations of customers, settings time frames, organizing cut over times and training following the success of the migration itself. I have a lot more responsibility in the role which enables me to support the helpdesk below myself with any queries they may have. As well as the main parts within 365, I have tasks within Azure which has ranged from syncing onsite AD into Azure to building and configuring cloud based Azure Servers. In partner with the cloud based solutions, there is still a requirement for virtual VMWare servers onsite on in

a datacenter where I've been responsible for configuring and maintaining existing virtual machines

Dec 2015 – Nov 2017 Extech – 2nd Line Support Engineer

After coming out of a very mundane role at Icon Live I came to Extech hoping for a new challenge which I've certainly had. My main role is dealing with general service tickets which get logged by the customers which require to be answered within the given SLA. Being in a second line role I occasionally get given escalation-based work from the first line team who were unable to resolve the issue. Other than the day to day issues, I find myself out in the field visiting customer's site. The work which I perform onsite ranges from emergency repair work, new hardware installs and entire moves of a companies' office, in some cases the office moves which get performed are done from scratch with all new equipment being installed in a new site which would need preconfiguring offsite before the install. An additional role which I have at Extech is being an Out of Hours engineer which requires me to take emergency phone calls on a 24-hour basis which can range from getting customers servers back online, restoring internet connectivity to a site or fixing general IT problems. This role progressed into more of a 3rd line escalation point with the more experience that I acquired, different areas of the business would come to me for advice on past experiences that I'd had with clients

DEC 2014 – Dec 2015 Icon Live Ltd – IT Support Engineer

This was my second IT job, my reason for leaving was being in the same company for 4 years and I wanted a new challenge in a new environment, a typical day will be manning the IT service desk which is used by all head office users to report issues or make request, this gets broken down into 5 priorities which are determined by number of users affected and severity of the situation. In addition to this daily income of tickets, we have ongoing projects on the side which have included fitting our marketing department with Apple iMacs which was my project that I worked on and now support. I also support our external field team which have Android devices and some have windows laptops which require remote assistance via Citrix GoToAssist.

DEC 2012 – Dec 2014 HARLANDS SERVICES LIMITED – IT Support Technician

I was offered a job internally within the company I was previously working for to be an IT support technician which allowed me to follow up on what I loved doing, computers. My duties ranged from day to day "break fix" queries to server maintenance. I deal with creating new PC's for our company's employees and specifying them to their required need. I also create new personal e-mail accounts for our members of staff. Managing and maintaining our daily Tape backup is one of my duties. HTML editing for our "SNAP" client is a day to day procedure which I undertake

AUG 2010- DEC 2012 HARLANDS SERVICES LIMITED – Customer Service Agent

I worked on a client based systems dealing with day to day customer queries via telephone, e-mail and post. This involved dealing with payments on a monthly direct debit basis, in October 2011 I was promoted to Team Leader of my department which involved taking care of a team of agents whether that would-be holiday, advanced system questions or work load.

PERSONAL DETAILS

Date of Birth 25 September 1990

Qualifications: GCSE's – English 'A' & 'C', Math's 'B' & 'B', German 'C', History 'B' Media Studies 'B', R.E 'B', Science 'C' & 'C'
'A' Levels - Photography and Media Studies

About me: I consider myself an amateur scientist with a great deal of investment in astrology, basically love anything to do with space! Like to stay active and be outside as much as I can as well as other normal things people do (cinema, movies, games, drinking etc)