***Johann Anthony Diaz***

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***An MBA qualified business leader with over 25 years experience running business initiatives designed to improve customer service & customer experience, increase operational efficiency & effectiveness and reduce time to market for new services, across large, medium and small organisations in several industry sectors***

***KEY ACHIEVEMENTS***

* Led transformation of operations and service functions of mobile comms software and hardware vendor (as Customer Services Director and COO)
* Architected and delivered several small and large scale technical service transformation initiatives across organisations in both private and public sectors to approximate value of £50m ($70m)
* Successfully delivered over 10 IT service management (ITSM) projects, including large programme for mobile telecoms operator involving 10 drops of new code over four phases

***EXPERIENCE***

*July 17 – present End to End Service*

*Service Excellence consultancy helping customers deliver outstanding service whilst simultaneously reducing costs*

# Founder & Chief Evangelist

* Architected technology-enabled Service Transformation roadmap for multinational energy distribution service provider
* Coached global head of Service Management centre on how to develop a service culture
* Reviewed existing ServiceNow-based value propositions in IT Service Management, HR Service Management, Governance Risk & Compliance for global (top 6) consultancy
* Delivered key lecture at technology conference entitled “The Robots are coming but don’t run for cover yet!”
* Launched consultancy for IT Service Partners ([www.Service.Partners](http://www.Service.Partners)) designed to help partners grow their own business
* Launched thought leadership podcast site The Service Revolution ([www.ServiceRevolution.io](http://www.ServiceRevolution.io)) to encourage discussion and learning as we progress towards ‘Everything-as-a-Service’
* Founded & launched GDPR Services directory ([www.euGDPR.Services](http://www.euGDPR.Services)) a one-stop portal for finding help with GDPR compliance

*Jan 16 – June 17 ServiceNow*

*SaaS provider of Cloud Based IT & Business Automation Software Platform*

# Principal Executive Strategist

* Architected technology-­enabled Service Transformation program designed to significantly reduce customer churn whilst saving >£20m p.a. for multinational energy services provider
* Presented service transformation initiatives targeting multi-­million £$€ savings to customers in Airlines, Consumer Products, Shipping, Transport and Financial Services industries
* Published 2 SIAM (Service Integration and Management) ebooks sharing best practice

*Jan 13 – Jan 16 Capgemini Ltd*

*Global IT consulting, applications & services business*

# Transformation Director, Global Service Integration

* Led requirements, testing and successful launch of new global resourcing tool for global practice
* Advised on new operating model for Projects & Programme community

# UK Head of Service Management & Service Integration Consulting (SIAM / MSI)

* Supported development of multi-­million pounds ITSM / SIAM sale pipeline
* Built new consulting and delivery proposition for clients moving from traditional Service Management function to wider Service Integration operating model
* Architected service transformation initiatives for several large client organisations
* Supported several non-­UK sales propositions across Australia, North America and Northern Europe
* Provided delivery governance and service assurance expertise on RFI/RFP stages & subsequent transformation engagements

*Oct 08 – Dec 12 End to End Service*

*Freelance consulting in end-­to-­end service management and service integration*

# Service Design Consultant – Order to Cash process – COLT Telecom Service Integration & Management Tools Lead – Serco plc

**ITSM Service Improvement Advisor – Diageo UK Ltd ITSM Business Change Project Manager – BP plc**

**IT Service Management (ITSM) Consultant – Diageo UK Ltd Service Improvement Programme Consultant – Ramesys Ltd**

*Oct 04 – Oct 08 TuringSMI Group Ltd*

*Reseller of IT Service Management (ITSM) software into national & international organisations*

# ITSM Practice Director, Telecoms

* Built sales pipeline worth approximately £5m in just 9 months
* Delivered £500K sales revenue in first 9 months
* Redeveloped ITSM Service Management Toolset for Telecoms product roadmap
* Launched Telecoms Data Model for BMC Atrium CMDB
* Developed thought-­leadership content around IT and OSS / BSS Service Management framework
* Secured speaking slot at gobal trade body conference event within 9 months

# Programme Manager – Service Management, Vodafone UK

# Senior Project Manager – IT Service Management, Vodafone UK

**Senior Project Manager – IT Service Management (ITSM), Unilever**

* Successfully turned around failing project, going live successfully in Europe, Asia and North America
* Project awarded UK itSMF project of the year award for 2005

# Senior Project Manager – IT Asset Management, EON / Powergen

*Jan 01 – Oct 04 End to End Service*

# Senior Project Manager – BMC Remedy IT Asset Management, Diageo/IBM

# Service Management Consultant – Remedy OSS for Telecoms

*Freelance consulting in end-­to-­end service management and service integration*

# Senior Project Manager – Vendor Management Office, J P Morgan Chase Service Improvement Manager – Transport for London

**Operations Manager (interim) – Transport for London**

**Service Level Agreement (SLA) Project Manager – World Class International Ltd Managed Service Implementation Project Manager – Camelot International Systems Ltd**

*1998 to Jan 01 Web Match Services International Limited*

*Provision of web-­based talent acquisition services for niche market sectors*

# FOUNDER & CEO

Successfully designed & launched digital business at dawn of internet age, including [www.MBAmatch.com](http://www.MBAmatch.com) (online jobs board for MBAs), [www.MBAsalaries.com](http://www.MBAsalaries.com) (MBA salary survey & comparison site) & [www.ExecutiveAwareness.com](http://www.ExecutiveAwareness.com) (self awareness development for executives)

*1993 to 1998 Securicor Datatrak Limited*

*Leaders in the field of integrated mobile data & location networks, IT application systems & services*

**COO, DIRECTOR OF OPERATIONS, INTERNATIONAL** (1996 – 1998)

**CUSTOMER SERVICES MANAGER** (1993 – 1996)

Key achievements included:

* Improved job margins by 15-20% through use of tighter contract management processes
* Improved customer responsiveness by 75% through attraction and development of high quality staff
* Successfully introduced 8 new product developments into the field yielding increased sales of £100K
* Reduced non-conformance costs by 40% through programme of Service Improvement Plans
* Ran managed service of UK radio network maintaining availability in excess of 99.98%
* Created two Managed Service Technical Helpdesks to facilitate new distribution channels

*1987 to 1993 Thorn Security Limited*

*Provision of fire detection, intruder detection, communication and event monitoring systems*

**NATIONAL CALL CENTRE MANAGER** (1991-­1993)

**COMMERCIAL MANAGER (1990 -­1991)**

* Improved customer responsiveness through a 40% reduction in average engineer response time
* Improved customer satisfaction through a 50% increase in communications system effectiveness
* Achievements included increasing gross margins levels by 25%

***EDUCATION & TRAINING***

* Master’s Degree in Business Administration (MBA) – Henley Management College (May 2000)
* BSc (Honours) degree in Electronic Engineering - University of Kent at Canterbury (July 1987)
* ITIL v3 Service Strategy (Jan 2011), Foundation (Nov 2010)
* Prince 2 (Practitioner) – Amberwing Training (Nov 2006)
* eTOM / NGOSS model of process mapping for Telecoms – TeleManagement Forum (Dec 2004)
* Various management training courses undertaken including Lateral Thinking & Creativity (De Bono)

***PROFESSIONAL MEMBERSHIPS***

* Association of MBAs (AMBA)

***PERSONAL PROFILE***

Co-opted Governor of school for children with Special Educational Needs. This is one of the most rewarding experiences of my life -­ the opportunity to a special education needs (SEN) school catering for young people struggling to gain a foothold in our competitive world. To see them celebrate every small achievement and continue to develop and learn is by far the best experience.

Appointed Chairperson of UK Alumni Association by Dean of newly merged Henley Business School in 2004, having served on International Alumni Advisory Board of Henley Management College for several years prior. Also founded E-­Business special interest group in early days of internet and web (still in existence today – currently called Technology in Business).

Keen on emotional intelligence & self-­awareness development (using the Enneagram).

I enjoy playing the piano, keyboards and church organ every week, swimming, cinema & theatre, classical music, developing relationships with family, friends. being a Dad!