

Contact

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(LinkedIn)

Top Skills

Enterprise Service management
IT Service Management
Project Management

Languages

English (Full Professional)
Norwegian (Native or Bilingual)

Certifications

ITIL® Foundation 4 First Look
ServiceNow Fundamentals
Learning ITIL®
Business Process Consulting (BPC)
for ServiceNow
What is Cherwell Asset Management
(CAM)

Honors-Awards

Blue Ribbon Award

Arve Løset

Helps businesses with ESM and ITSM processes, people and products

Ulstein, Møre og Romsdal, Norway

Summary

Dynamic professional with more than 20 years of work experience on IT Service Management Consulting and 10 years in management positions within IT Service management. Proficiency in managing large scale ITSM implementation projects across multi-vendor environments and large enterprises.

Competency of Service management processes(ITIL) and tools. Experienced in Service Desk Management, Service Desk consolidation programs and process and tools implementation projects.

Specialties: IT Service management, Service Desk management, IT Service & Operation management, Service management software, ITIL processes

Experience

Gagn AS

Seniorrådgiver

February 2023 - Present (4 months)

Ålesund, Møre og Romsdal, Norway

Techly AS

Business Developement | Business Analyst | Project Manager

August 2018 - Present (4 years 10 months)

Ulsteinvik, Møre og Romsdal, Norway

Helps clients get value out of their ITSM investments. Doing process improvement and organizational change management.

Implements ITSM tools, organization and processes. Is system independent but has expertise and knowledge of HP SM, BMC Remedy, Cherwell and ServiceNow.

Global Aquaculture Tech Hub

Project Manager

April 2022 - January 2023 (10 months)

Ålesund, Møre og Romsdal, Norway

Mason Frank International

ITSM Project Manager

November 2021 - March 2022 (5 months)

Norway

Contracted to do an Due Dilligence for a ITSM project for an international company.

Mindtree

Business Consultant

March 2021 - April 2021 (2 months)

Oslo - Remote

Analyzing vendor agreements in an due dilligence for a major IT provider.

Kongsberg Maritime

1 year 6 months

Senior ITSM Consultant

April 2019 - February 2020 (11 months)

Ålesund, Møre og Romsdal, Norway

PM for migration of Rolls Royce Commercial Marine's IT Service management tool HP Service manager to Kongsberg IT tool BMC Remedy, Data migration for Asset management from HP Service Manager to BMC Remedy, establishment of support groups, foundation data, request forms, End user guides etc. for delivery of IT service support from Kongsberg IT.

Senior ITSM Consultant

September 2018 - March 2019 (7 months)

Ålesund, Møre og Romsdal, Norway

PM for the transfer of IT service management processes and tools from Rolls Royce Commercial Marine to Kongsberg IT in connection with the acquisition of Rolls Royce Commercial Marine.

InfoCare

IT Service Manager

November 2017 - July 2018 (9 months)

Ålesund, Møre og Romsdal, Norway

Service Manager at Computacenter UK for Rolls Royce Marine customer. (Contract).

Responsible for service delivery for client support to Rolls Royce Marine Global.

Datawaves AS

Partner & Senior Business Consultant

June 2010 - November 2017 (7 years 6 months)

Ulstein, Møre og Romsdal, Norway

Datawaves AS is a Microsoft partner delivering cloud services and IT business consultancy within different areas.

Rubik Solutions Group AS

4 years 7 months

Business Development Director

August 2008 - April 2010 (1 year 9 months)

Working on strategic initiatives for product and SW development.

Chief Delivery Officer

April 2007 - August 2008 (1 year 5 months)

Created new organizational structure for managing professional service organization.

Implemented new methods for delivery of projects and services.

Implemented new tools and processes for measuring delivery of projects and services.

Developed and maintained expense and sales budgets.

Trained new delivery managers.

Resource Manager

October 2006 - August 2008 (1 year 11 months)

Oslo Area, Norway

Created new organizational structure for managing professional service organization.

Implemented new methods for delivery of projects and services.

Implemented new tools and processes for measuring delivery of projects and services.

Developed and maintained expense and sales budgets for consultants.

Project Manager

October 2005 - October 2006 (1 year 1 month)

Project management implementing service management tools and processes.

Advisory services to clients on strategic choice of Service management tools and processes.

EDB Business Partner

4 years 6 months

ITSM Manager

January 2005 - October 2005 (10 months)

Responsible for all service and system management tools and the people maintaining them.

Customer ServiceCenter Manager

May 2001 - December 2004 (3 years 8 months)

Consolidation of diverse service management organization, implemented actions that improved quality and profitability to division.

Participated in strategy work for EDB Skøyen Operation Center.

Developed and maintained expense budgets.

Recruited, trained, and supervised 75 full- and part-time employees at EDB BP Customer Service Center.

Implemented new services and customers.

IBM Global Services Norway

3 years 4 months

Country NWSM Competency manager

January 1999 - April 2001 (2 years 4 months)

Part of EMEA management group implementing NWSM tools and processes.

Developed and maintained expense budgets.

Recruited, trained, and supervised 50 full- and part-time employees at Customer Service Center and Internal IT

Implemented new services and customers.

Customer ServiceCenter manager

January 1998 - December 1999 (2 years)

Consolidation of diverse service management organization, implemented actions that improved quality and profitability to division.

Developed and maintained expense budgets.

Recruited, trained, and supervised 25 full- and part-time employees.

Implemented new services and customers.

yaTack AS

Customer Service Director

2000 - 2001 (1 year)

Building up service management organization, implemented actions that improved quality and profitability.

Participated in strategy work for consumer services
Developed and maintained expense and sales budgets.

Education

Ålesund University College (HiÅ)

Bachelor's degree, Export marketing · (August 1990 - July 1992)

Volda Vidaregåande Skule

· (1983 - 1985)

Ulsteinvik barne og ungdomskule

· (1968 - 1978)