Leon Townsend

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| Contact  12 Everleigh Close  Trowbridge, Wiltshire  07341444216  leonjtownsend@googlemail.com |  | About Me  I have excellent troubleshooting and problem solving skills, and I have proven to be a quick and efficient learner. I have started self learning some basic HTML/CSS/Ruby/Bootstrap (JS on my to learn list) and would love to find an opportunity to work in this sector, I am looking for a company willing to give me a chance to learn. |
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| Skills   * Some experience with HTML. * Some experience with CSS. * Some experience with Bootstrap. * Some experience with Github version control. * Experience working with Windows 7-10, and also Server 2008/2012/2016/2019. * Troubleshooting network equipment such as switches, AP’s and Routers. * Working with Windows Active Directory and Group Policy Management. * Troubleshooting Apple devices, and using various MDM’s to manage them (Profile Manager/Meraki). * Experience troubleshooting Chromebooks and using the Google Admin Console to manage them. * Experience troubleshooting IP phones (3CX). * Experience with virtual machines (Hyper-V). * Some experience using PowerShell scripts.   Qualifications  **GCSEs**  Melksham Oak Secondary School  Science (C), English (C), Maths (C), Double ICT (C, C).  **A Levels**  Melksham Oak Secondary School  Double ICT (C, D), Drama (D). |  | Work experience  Technical Support Engineer  Oakford Technology January 2017 - Present  As a Technical Support Engineer my role was based around going to site and providing technical support for a variety of education based customers, both secondary and primary schools, with occasional business support as well. I supported a wide range of equipment including desktop computers/laptops, printers, Chromebooks and iPads among other devices. I also had the responsibility of server maintenance for each site that I supported, whereby I would check the condition of the server RAID, UPS, updates and off site backups.  After working here for over 4 years I was considered a senior engineer, which meant I took on several other jobs and responsibilities within my team which I have listed below.   * I was tasked with training new colleagues when they joined our team. * I was a core member of Oakford during the COVID lockdowns, during this period I got a large amount of experience with remote support and taking calls from customers. * I was an ‘onsite deployment lead’. I would lead a team of junior engineers and we would configure onsite devices such as AP’s, Printers, mobile devices and more. We would also deploy their Windows devices with WDS.   Customer Service Assistant (General Merchandise)  Asda February 2015 – December 2016  Asda was my first proper full time job after I was finished with education, this job served me well in developing both my customer service skills, and also my skills of working within a team. I worked on the GM department and checkouts, ensuring that the shelves were filled and that the stock had been properly counted, then jumping onto checkouts during busy periods of the day.   * Provided excellent customer service to all our customers. * Supported my colleagues both on my department and around the store * Developed good communication skills working with managers to complete tasks within a given time frame. |