



### George Lewis

Tel No: +46735143484

Email: georgejlewis@hotmail.com  
Stockholm  
Sweden

## Personal Profile

I am a well presented, well spoken, professional and articulate person. I have a good history of Customer Service and the ability to interact with people at all levels and in all walks of life. I have excellent IT skills especially in hardware and troubleshooting and I am keen to progress in the world of IT. I am passionate about my career, I am also keen to learn and prove my ability in business.

## Skills and Knowledge

- Microsoft Certified Solutions Associate
- Microsoft Certified IT Professional (MCITP) – Enterprise Desktop Support Technician, consisting of
  - Microsoft Certified Technology Specialist (MCTS) Pass
  - Microsoft Certified IT Professional (MCITP) Pass
- CompTIA A+ IT Technician (220-701 and 220-702) Pass
- Microsoft Technology Associate (MTA): Networking Fundamentals (98-366) Pass
- Microsoft Technology Associate (MTA): Windows Operating Systems Fundamentals Pass
- Level 3 Diploma in ICT Professional Competence Distinction
- Level 3 Diploma in ICT Systems and Principles Distinction
- Rapid Software Testing

## Work History

### Magine TV (Stockholm) May 15 – Oct 16

- Software Tester
- Test on different devices (Android, iOS, Web browsers and Smart TV)
- Building Apps
- Web deployment
- Continuous Integration setup
- Using different tools (Git Hub, Jenkins, Test flight, Fabric)

### Magine TV (Stockholm) May 15 – Oct 16

- 2<sup>nd</sup> Line Support
- Support Magine live media streaming App on iOS, Android, Windows tablet, Smart TVs and Web browsers
- Working with Google Apps, Apple products and iOS
- Creating Knowledge base documents
- Training new staff
- Product Testing
- Support via email, phone and social media

### Voyager Software Sept 13 – Oct 14

- 2<sup>nd</sup> line support on bespoke Financial and CRM software
- Assist customers remotely using ISL and LogMeIn

- Remote server and client installations
- Troubleshoot all errors (.net and SQL)
- Test new and existing versions of the software for software faults using a software test plan
- Log and investigate bugs found during testing
- Support SQL and Fox Pro databases upgrades and maintenance
- Train users on different parts of the software
- Perform administrative tasks (Password resets, Permissions and Account creation)
- Use MMC, Command prompt and Active Directory to troubleshoot administrator and install issues such as network connectivity permission issues and data storage issues
- Input data, fix software issues and general database administration using SQL scripting

### **BottomLine/Albany Aug 12 – Sept 13**

- 1<sup>st</sup>/2<sup>nd</sup> line support on bespoke BACS approved software for all companies, from small business to enterprise
- Assist customers remotely via Webex and NetViewer to resolve issues
- Remote server and client software installations
- Upgrade versions of the software and assist customers with fixes
- Create or change XML files for customisation of the software for the customer
- Support SQL database upgrades and maintenance
- Perform basic database administration tasks
- Perform administrative tasks (Password resets, Permissions and Account creation)
- Use MMC, Command prompt and Active Directory to troubleshoot administrator and install issues such as network connectivity permission issues and data storage issues
- I used Salesforce to log our calls and raise Sales tickets

### **Fujitsu - Aug 11 – Aug 12**

- 1<sup>st</sup> line support in MoD customized services and applications
- My role includes supporting Fujitsu users and also Windows XP and Office Applications

### **Zenos - Feb 11 - Jul 11**

- Advanced Apprenticeship for IT & Telecoms Professional
- Computer Maintenance doing this gave me confidence and experience with computers.
- Troubleshooting Computer Problems
- Organise and run a charity event - we did this as a team which improved my communication and organisation skills.
- Installed and upgraded hardware
- Studied networks and how to trouble shoot them
- Produced a report detailing the price required to set up a remote site

### **Interests**

I enjoy fishing because it gives me time to relax and focus myself. I also like football which I enjoy doing because I am part of a team and get to socialise at the same time. During the week I enjoy exercising at the gym as it helps to keep me fit and healthy. I found that doing this regularly helps improve my confidence and self esteem.

### **References**

References are available on request.