

# John Doe

## *IT Administrator - Level 3 City & Guilds in Enhanced IT*

*A highly motivated and versatile individual with excellent skills and expertise in ICT. Experienced in hardware and software support, maintenance and troubleshooting. Able to utilise and install Microsoft Operating systems with experience in Windows 7/8/10. Extensive troubleshooting skills in the Windows environment and in the Windows server Environment.*

*Able to effectively utilise Office 365 environment and quickly learn bespoke software as required. Passionate about programming with intermediate knowledge of JavaScript, Docker, SQL, PowerShell, HTML and CSS.*

*Organised and meticulous with a keen eye for detail, quality and accuracy coupled with excellent communication skills. Currently searching for employment that will utilise and enhance existing skills and professional career; willing to undertake any necessary training.*

*Currently undertaking a Full Stack Web Dev course via Code Institute, willing to learn other languages.*

## **Employment History**

### **May 2020-date, Cyberdyne Systems**

#### **IT Support Analyst**

Currently, I engage in the following activities within Cyberdyne Systems;

- Administration of Windows Server Estate (2003/2008/2012/2016/2019) with both on-prem and cloud servers.
- Administration experience in SAP Backoffice.
- Extensive hardware and software troubleshooting with bespoke software (Microsoft NAV Dynamics, NICE Call recording, Microsoft CRM, EDI)
- Administration of Backups (Veeam 11, Backup Exec, Hyper V snapshots)
- Administration in the VMWare environment.
- Managing helpdesk and escalating to correct teams when necessary.
- Ensuring proper procedures are followed and in line with Audit requirements.
- Handled migration of Backups to Veeam software and disaster recovery of estate.
- Daily interaction with SQL database and able to remedy data errors quickly.
- Daily use of Office 365 suite to manage both users and Exchange.
- Managing and resolving Internal Audit actions and external security vulnerabilities where necessary.

### **Feb 2020-May 2020, Stark Industries**

#### **Junior SOC Analyst**

I undertook training in:

- IT Infrastructure Library- processes handling and problems from individuals to widespread
- Basic trained in voice compliance and supporting recording software and hardware malfunctions

### **Dec 2019-Feb 2020, Acme Corp.**

#### **IT Technician (Volunteer)**

- Working with AD (Server 2012)
- Adding software to test environments before official installation on VMWare stack.
- Planned back-up systems, full inventory of company assets to comply with company audit standards.
- Installing anti-virus software and working to improve the overall security of the company.

## **Education and Training**

### **May 2022, Self-Taught, in progress**

- Code Institute – Full Stack Web Development

