

Experience

The Works

Feb 2022 - October 2022 · Service Desk Analyst

- Actioning service requests
- First line support for a number of systems
- Incident logging
- Interim Team Leader
- Rebuilding laptops
- Remote assistance
- Training new employees
- Updated knowledge base
- User hardware configuration and support e.g. laptops, phones, tablets
- Virtual desktop support
- Windows 7 & 10 support

Tokio Marine

July 2021 - October 2021 · Service Desk Analyst

- Actioning service requests
- Created documentation for IT procedures and how-to guides
- First line support for a number of systems
- Incident logging
- Remote assistance
- Training new employees
- Updated knowledge base
- User hardware configuration and support e.g. laptops, phones, tablets
- Virtual desktop support
- Windows 7 & 10 support

Close Brothers

Feb 2019 - July 2021 · Service Desk Analyst

- Actioning service requests
- Created documentation for IT procedures and how-to guides
- Customer base of 3,000+ users
- First line support for a number of systems
- Incident logging
- Managed shift timetable
- Remote assistance
- Training new employees
- Updated knowledge base
- User hardware configuration and support e.g. laptops, phones, tablets
- Virtual desktop support
- Windows 7 & 10 support
- Working in an ITIL environment

London Borough of Merton

Feb 2017 – Feb 2019 · IT Analyst Apprentice

City and Guilds

Level 3

Certificate in ICT Systems and Principles
Diploma in ICT Professional Competence
Network Management & Security
Testing ICT Equipment

Skills

Administration
Communication
Customer Service
End user support
Leadership
Printer Installation
Software Installation
Team work
Time management
Troubleshooting

+

Active Directory
Airwatch
Cisco Jabber
Cisco Prime Collaboration Provisioning
Cisco Webex
Citrix / Virtual Desktops
Cyberark
Global Protect
Microsoft Exchange
Microsoft Intune
Microsoft Office
Microsoft Teams
Remedyforce
SCCM
ServiceNow
Sharepoint
Snow
Supportworks