

# John Wrafter

**Address:** 85 Bosmere Gardens, Emsworth, Hampshire, PO10 7NR **Mobile:** 07813 616594

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## Profile

Highly proficient and very successful **DESKTOP SUPPORT ANALYST** with strong technical skills. I have over 15 years' experience gained in demanding and challenging roles within the IT arena. Now seeking next challenging opportunity to demonstrate extensive experience and abilities in a successful, client focused team.

## Expertise

- Excellent knowledge of Microsoft Office 2007, 2010 and Windows 7
- Experienced in Crestron, Polycom and Cisco video conference technologies
- Effectively meets challenging SLA's working under pressure
- Hardware support/build/repair
- Good working knowledge of Microsoft Lync 2010 and 2013
- Ability to explain technical issues in non-technical terms to clients
- Support of virtualisation technologies such as Citrix desktops, VMWare instances
- Strong customer facing skills
- Industries: Insurance, MSP and Media sectors

## Achievements

- Outstanding job performance enabled multiple contract extensions
- Selected to act as SME for all audio and video conference requests including setting up high level town halls, presentations and meeting room support.

## Career History

Nov 2016-Present **Talbot Underwriting Limited – Desktop Support Analyst (17 months contract – 3 renewals)**

- 2<sup>nd</sup> line support on a busy service desk
- Meeting room support including setting up video conference and voice conferences
- Supporting Windows 7, Microsoft Office 2013, Lync 2013 including setting up accounts
- Technologies: Crestron touch panels, Blue Jeans, Cisco Call Manager, LANDesk

**June 2014-April 2016 Liberty Specialty Markets - Desktop Support Analyst (22 months contract – 4 renewals)**

- Responsible for setting up and providing support for audio and video conferences
- Worked as part of a team on a busy, high volume service desk
- Successfully resolved tickets ensuring client satisfaction
- Effective onsite support for staff members based at Lloyds of London
- Support of Xerox, Konica multifunction devices and HP printers
- Provided remote support for external UK, International offices and home workers.
- Microsoft Office 2010/2013, Lync 2010/2013, Windows 7 support
- Support of HP Thin clients, IGELS, laptops and desktops
- Technologies: Crestron touch panels, Polycom and Cisco AV; Remedy and Service Now; Citrix desktops/ virtual machines; Active Directory.

**Feb 2014-April 2014 Miller Insurance LLP - Desktop Support Analyst (3 month fixed term contract)**

- Support and maintenance of desktops and laptops
- Setting up user accounts and security groups in Active Directory
- Exchange 2010 support including setting up email accounts, shared mailboxes
- Imaging desktops and laptops to company standards
- Created and issued RSA tokens
- Mobile device support
- Technologies: Service Now; Windows XP and Windows 7; Blackberry; SCCM; RSA Console; Active Directory

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## **Aug 2013-Dec 2013 Keybridge IT Solutions Ltd - Desktop Support Analyst (Permanent)**

- Support to external user base via telephone, remote and onsite visits
- Microsoft Office 2007, 2010 and Office 365 support
- Support of Windows XP, Windows 7 and Windows 8
- Project work including email migrations, office setups
- Technologies: Windows XP, Windows 7, Windows 8, Office 365

## **Sept 2011-May 2013 Universal Music Group - Desktop Support Analyst (18 months contract – 3 renewals)**

- Provided desktide and remote support to clients when required
- Installing software both manually and via SCCM
- Support of Blackberry, Apple and Android devices
- Building laptops, desktops and Apple Macs to company standards
- Enthusiastically involved in London 2012 preparations setting up several office with desktops and printers
- Technologies: Remedy; Microsoft Office 2007, 2010; SCCM; BES server 5; Windows XP, Windows 7

## **April 2011-Sept 2011 Sovereign Business Solutions - Desktop Support Analyst (Permanent)**

- Provided 1<sup>st</sup> and 2<sup>nd</sup> line support to clients
- Support of Blackberry devices, BES Server 5 account administration
- Installation of bespoke and COTS software
- Technologies; Microsoft Office 2007, 2010; Windows XP, Windows 7; AutoCAD; Blackberry, BES Server 5

## **2001-2011 RCI Financial Services - Desktop Support Analyst (Permanent)**

- Provided 1<sup>st</sup> and 2<sup>nd</sup> line support to over 200 users in the business

- Maintenance of servers, desktops and laptops
- Investigated and diagnosed network connectivity issues
- Support of Sharp, Xerox MFD's and printers
- Intertel and Avaya phone system administration
- Technologies: Microsoft Office 2007; Windows XP, Windows 7; VMWare; Intertel, Avaya

## **Qualifications and training**

- 8 GCSE's including English and Maths
- ITIL V3 Foundation