**Joseph Namihas**

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**Personal Profile**

*"An experienced 2nd line support analyst with extensive knowledge of in-house application deployment, support, troubleshooting and 3rd party collaborative support"*

Currently working for the NHS as a Senior Desktop Engineer, I have a proven track record of exemplary customer service and meeting IT orientated Service Level Agreements. Adopting a methodical and flexible approach, I communicate effectively at all levels and have a comprehensive understanding of what is required from an effective IT team. As of November 2022, I am beginning my transition to front end development.

**Key Skills**

**Technical**

**Interpersonal**

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| --- | --- |
| * Strong understanding and project backed experience with HTML and CSS * Working knowledge of front-end frameworks such as Bootstrap. * Developing knowledge of JavaScript * Excellent with Git version control, command line navigation and execution | * Experienced in assisting users via a service desk, face to face, remote server and session management. * Methodical, organised and confident managing multiple workstreams with high levels of accuracy and attention to detail * Adaptable to change with the initiative to identify solutions * Communication with a focus on excellent customer service and a focus on the clients requirements * Ambitious and passionate about developing my skills within my field. |
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**Employment History**

**Apr 2018 – Current Brighton and Sussex University Hospitals**

**Senior Client Device Engineer**

*Promoted to 2nd line due to excellent service desk performance, my role now includes more face to face opportunities and dealing with more complex incidents and service requests.*

* Managing my own work queue and ensuring SLAs are met
* Deploying Software through Ivanti and processing builds through PXE.
* Asset management and procurement
* Access to Application control via our Sophos AV

**Aug 2016 – Apr 2018** **Brighton and Sussex University Hospitals**

**IT Senior Service Desk Analyst**

*Promoted into this role due to extensive technical knowledge and the delivery of exceptional service to our users, I now deliver both 1st and 2nd line support*

* Ensuring Service Level Agreements are met, and working to ITIL standards
* Developing and maintaining strong partnerships with the networking, development and infrastructure teams
* Conducting daily operational checks throughout the data centre
* Providing management coverage and training colleagues
* Collaborating with 3rd party suppliers in relation to application installation and support
* Providing exemplary service to our users, ensuring business requirements are prioritised and maintaining good relationships
* Managing escalations, collating relevant information, undertaking skilled investigations and resolving issues

**Apr 2016 – Aug 2016 Brighton and Sussex University Hospitals**

**IT Service Desk Analyst**

* Logging incidents and service requests through Microsoft Service Manager
* Completing tickets emailed to the designated mailbox
* Escalating incidents and tickets when appropriate
* Managing the ticketing system
* Providing application support
* Actively increased skills using Active Directory, Service Manager, Configuration Manager, and navigating the exchange server

**Nov 2015 – Apr 2016 East Sussex County Council**

**IT Data Analyst**

* Checking data integrity and managing large volumes of automated data
* Using SQL and PowerShell at a basic level for querying and amendments
* Practising correct data protection procedures and ensuring these were observed by end users

**Mar 2014 – Nov 2015 East Sussex County Council**

**Social Care Administrator**

* Dealing with sensitive requests from members of the public regarding social care
* Logging time sensitive requests on specialised software ensuring urgent information was available to social workers and mental health practitioners
* Creating and managing spreadsheets to log financial requests for panel meetings

**Education**

* Central Sussex College (2006-2009)
  + BTEC 1st Diploma in Business Studies
  + ICT AS Level
  + Music Double Award A Level
* St Pauls Catholic College (2001 – 2006) - English and Maths GCSE

**Hobbies & Interests**

In my spare time I enjoy drumming, reading, sport, computing and playing video games. I’m an adventurous person and always open minded to new challenges and love learning new things. I also engage in a lot of computer-based activities such as programming and web design. I play Tennis and Football on a weekly basis.