

RESUME

Nationality	NZ Citizen
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Comments

I am looking for a new challenge, and would like an I.T. Desktop Support role where I can employ my expertise providing customer service and support in a Microsoft environment

- **Providing I.T. support** to **thousands** of clients in a wide range of industries over 20 years
- **Technical skills:** Expertise in **Microsoft Server and Desktop systems, Networking, Gateway security and VPN**
- **Leadership skills:** providing on-call **support 24/7, motivating and coaching staff**
- **Support skills:** troubleshooting and fixing client issues, meeting required SLAs. Laptop and desktop repair
- **Supervising skills:** monitoring work flows, staff training, supervising new staff and job instruction
- **Customer service skills:** dealing with the unexpected, phone/email enquiries and identifying needs
- **Administrative skills:** recording support queries, troubleshooting and resolution steps taken
- **Writing skills:** generating and documenting 'how to' user guides in a clear and simple format
- **Communication skills:** Excellent and qualified communicator with proven phone skills

Work Experience

2014 – Present Rhema Media ICT Support Engineer

Responsibilities:

- Providing support to all employees (over 60 employees)
- Support for RCS software including Zetta, Gselector, Aquria
- Support for Wheatstone Audio over IP systems
- Diagnosing desktop, application, networking and infrastructure issues
- Communicating effectively with customers
- Monitoring problems/change activities and co-ordinating technical resolution
- Administration and installation of network, server, phone, email and back-up systems
- Installing and maintaining virus protection software and virus definitions
- Installing and configuring Servers software for users in person and remotely
- Company wide OS upgrade, Windows 7/8/10 and hardware upgrades
- Providing on-call support 24/7

Jan 2014 – Oct 2014 Vision ITS – IT support company Senior Support Engineer

Responsibilities:

- Providing support to all customer (over 50 companies)
- Diagnosing desktop, application, networking and infrastructure issues
- Communicating effectively with customers
- Monitoring problems/change activities and co-ordinating technical resolution
- Administration and installation of network, server, phone, email and back-up systems
- Installing and maintaining virus protection software and virus definitions
- Installing and configuring Servers software for users in person and remotely
- Upgrading PC's and laptops, XP to Windows 7/8 and hardware upgrades
- Providing on-call support 24/7
- Macintosh and iPhone support and servicing

2001 – 2014 LlamaTech Ltd Director and Senior I.T. Support Technician

Responsibilities:

- Web Application development in C# / Silverlight / MVC / JavaScript / MSSQL / AJAX
- Supervising staff, task allocation and monitoring work flow
- Liaising with customers and contractors via phone, email and in person
- Monitoring customer servers and servers to prevent downtime
- First line person/initial contact for the company
- Documenting and updating processes
- Built a thriving and successful I.T. company, supporting hundreds of customers
- Installed servers, setup and managed AD domain environments for many customers
- Extensive experience supporting Macintosh and Windows based systems.
- IP-Phone installation and maintenance.
- Networking- from infrastructure setup to VPN setup. Extensive knowledge of firewalls and network appliances.

2000 – 2001 Business I.T. Support (BITS) Senior I.T. Support Technician

Responsibilities:

- Technology roll-outs for small to medium sized businesses.
- Onsite I.T. contracting to a large customer base of small to medium sized companies. Server and desktop support
- Server installation and recovery
- Ad-hoc technical onsite support

1999 – 2000 Atlantech Ltd I.T. Support Technician

Responsibilities:

- Servicing I.T. requirements for Atlantech customers. Mostly University projects managed by Uniservices
- Server and desktop roll-outs and support
- Primary onsite technician for Medical School projects

Pre 2000 Reprographics I.T. Engineer and Graphic artist

Data Dynamics (Self Employed) I.T. Support and Database design and implementation

North Shore City Council: Geographic Info Systems Tech, programmer and Civil Engineer

Professional qualifications/key skills

2015	Microsoft Certified Professional	Microsoft
2014	Security Fundamentals	Microsoft
2014	Operating Systems Fundamentals	Microsoft
2014	Networking Fundamentals	Microsoft
2000	Microsoft Certified Systems Engineer + Internet (MCSE+I)	Microsoft
2000	Certified Novell Administrator (CNA)	Novell Education
2001	Certified Toast Master (CTM)	ToastMasters Int.
1994	Stage 2 Computer Science	Auckland University
1993	Stage 2 Commerce	Auckland University
1989	New Zealand Certificate in Engineering (NZCE Civil)	Carrington Polytechnic

Proficient in the following

- Diagnosing desktop, application, networking and infrastructure issues
- Communicating effectively with customers
- Monitoring problems/change activities and co-ordinating technical resolution
- Administering of network, server, phone, email and back-up systems
- Installing and maintaining virus protection software and virus definitions
- Installing and configuring Servers software for users in person and remotely
- Upgrading pcs and laptops, XP to Windows 7/8 and hardware upgrades
- Providing on-call support 24/7
- Macintosh and iPhone support and servicing
- Server installation and configuration. Site to Site VPN setup. Desktop rollouts. Setup cloud services
- Improving service levels and ensuring resolutions are met in a timely manner
- Experienced with the following systems: All versions of Windows Server and Exchange server, Windows XP, Vista, Windows 7, Windows 8, Active Directory 2003/2008/2012, Virtualisation Hyper-V and VMWare, All versions of Microsoft Office
- Experience in Javascript application development using NODE, Angular2 and typescript.

Referees

Newport Communications

Clive Matthew-Wilson 021 051 6670

Dr Ozone	Dr Wayne McCarthy	09 433 1031
Birkenhead Transport Ltd	Robert Inwards	09 483 9119