**Abdullah Blake** 07367576980 abdullahblake1@gmail.com

**Personal Statement**

I am a trained and positive I.T professional with experience of dealing with both business and end consumers. I am skilled at communicating with people of all levels. I am reliable and hard working with good interpersonal skills I am adept at learning new skills and have done so in record time. I work on my own initiative as well as being able to take on responsibilities and team leading with a focus on providing quality support to customers. I have excellent I.T skills with the ability to explain procedures in a practical and user-friendly way.

**Employment History**

**Infrastructure Engineer**

**Egton Support June 2019 – Present**

2nd/3rd line support to Various NHS CCG’s around the UK (Tower hamlets, Cambridge and Peterborough) Also supporting Internal User as Escalated Desktop support

* Supporting NHS clients & private companies, diagnosing & analysing hardware/ software issues & gathering information to track potential patterns,
* Server support
* Providing support to bespoke Hardware & Software Applications including configuring and up keeping of clinical systems,
* Liaising with sites and other teams for creating process automation solutions with the use of PowerShell scripting
* Utilizing VBA to assist with the compiling of patient data and the creation of bespoke macros and questionnaires to assist with sites patient care records.
* Creating and maintain Virtual machines (Hyper V , VMware)
* TCP/IP networking and hardware maintenance and repair.
* Office 365 and Azure administration
* Active Directory support and administration ( Group policy, permissions , account provisioning)
* Office 365 support & maintenance , supporting migrations form Exchange
* Sharepoint administration and support.
* Teams. Mitel & Micollab support
* VOIP & telephony support

**Loop Mar 2017- June 2019**

**Desktop support Engineer**

Working in IT providing desktop support to a call centre of 400 users. Creating new user accounts and diagnosing windows and server faults. Heavily involved in monitoring and configuring bespoke applications. Heavily involved in the deployment on Windows 10.

* Desktop builds & maintenance
* Windows, Active Directory
* Infrastructure management, SCCM
* VMware
* Printer & scanner maintenance
* Backup and disaster recovery plans

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| **McCallum Layton June 2014 – Feb 2017** |  |
| **Supervisor Telesales Executive/Market Researcher** |  |
| McCallum Layton is a market research and insight consultancy that provides domestic and global research solutions to clients in the [consumer](https://www.mccallum-layton.co.uk/division/consumer/), [business-to-business](https://www.mccallum-layton.co.uk/division/business-to-business/), and [healthcare markets](https://www.mccallum-layton.co.uk/division/healthcare/). My role as supervisor involves monitoring the Interviewing team that makes outbound calls on behalf of clients ensuring that overall success rates and deadlines are met, dealing with 1st line system and computer issues as they arose and the recruiting and training of new members of staff. | |

**SRCL Ltd July 2011- May 2014**

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| **Telesales Executive/Field Sales** |  |
| Working within the healthcare industry as a sales executive with a split on site and 30% on the field. I was responsible for maintaining client relationships as well as conducting off site meetings with clients. I was tasked with identifying new products and services to expand the current offerings and Liaising with Marketing to develop collateral materials. | |

**Total Gas & Power Jan 2009- May 2011**

**Telesales Executive**

Working as a business to business telesales executive in the energy market, my duties included cross

Functionality working across a number of departments i.e. Renewals and retentions, business movers,

ensuring quality sales are always made whilst Contributing to Business Strategies to deliver key KPI’s

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| **Black Country Motors, Birmingham Aug 2005- Jan 2009**  **Sales Manager** |
| Working For a car company negotiating car sales for customers in the sub-prime the job involved selling a finance packages suitable to the customer after 3 months of successful selling I was promoted to branch sales manager were I looked after a team of 5 people and was responsible for the overall success of the branches sales outcome. | |

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| **Avery Berkel, Birmingham July 2002 – June 2004** |  |
| **Telesales Executive** |  |
| Avery Berkel is a market leading manufacturer of in-store weighing and pre-packing solutions for food retailers worldwide my role involved working as a business to business telesales executive developing a new area of business within the consumables department the job involved making and receiving calls to customers from an existing database working to hit monthly targets ranging from £18,000 - £32,000. | |

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| KEY SKILLS AND COMPETENCIES   * Expertise in Windows 2000/2003/2008/2012 R2 2016/2019 server administration and active directory administration technical issues. * Experience in Migrating from VMware to Hyper-V 2019 * Expertise in administering File servers and Print servers. * Sound knowledge on Hyper-V, ESX and ESXI Architecture * Setting up of VM priorities, Cloning and Snapshots. VMware HA and VMware DRS. * Manage and administer private clouds in Hyper-V infrastructure. * Strong understanding of VMware Networking concepts like creation of vSwitches, different types of port groups, NIC Teaming and VLAN. * Manage firewall/security systems by establishing and enforcing policies; defining and monitoring access (Sophos/MCafee) * Experience in Active directory, GPOs, DNS, DHCP, File & Print server, IIS (web server), FTP, Terminal server, RIS, RRAS, NAT, WSUS, Microsoft Clustering, Exchange Mail server & ISA Server * Expertise in remote control , patch management, software distribution, operating system deployment, network access protection, and hardware and software inventory using System Center Configuration Manager (SCCM) and Datto. * A good understanding of the ITIL framework and awareness of the ISO standards (20000, 9000 & 27001)  |  | | --- | | **Qualifications**  GCSE’s Maths C, Science C,C,B English C Geography C IT A\*  Comptia A+ , Diploma Computer Science , AWS practitioners certificate | |  |