Gary White

IT support engineer

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

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DOB: 12/09/1985
Driving license: Yes
Nationality: British

AREAS OF EXPERTISE

Networking – Switches / Routers / Firewalls

SQL

1st/2nd line issues

Infrastructure support

Server support

Microsoft technologies

Remote support tools

PROFESSIONAL

Microsoft Certified Desktop Support Technician (MCDST)

PERSONAL SKILLS

Problem solving

Commitment to outcomes

Highly analytical

Helpful attitude

PERSONAL SUMMARY

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator, can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

Now looking to further an already successful career by working for a ambitious and expanding company.

WORK EXPERIENCE

IT Consultancy Firm – Coventry
IT SUPPORT ENGINEER   June 2008 - Present

Responsible for supporting the company's SME clients at all levels as part of a helpdesk team. Ensuring that all hardware and software is configured and installed correctly.

Duties:
- Responsible for networking, design, installation and maintenance services.
- Supporting users and network administrators over the telephone and by email.
- Maintain the companies network infrastructure.
- Networking and providing support for Windows, Macintosh and Linux issues.
- Configuration and testing of any new hardware and software.
- Travelling to client sites to help with installs, deployment, and troubleshooting.
- Management of the daily data backup and retrieval scheme.
- Installing and operating Windows desktop and server operating systems.
- TCP/IP networking and hardware maintenance and repair.
- Training new employees.
- Assistance with training of staff and compiling procedural documentation.
- Assisting the network manager with support requests.
- Ensure computer hardware is safe & complies with health and safety legislation.
- Applying patches in accordance with company procedures.

KEY SKILLS AND COMPETENCIES

- Experience as a Team Leader for projects and systems migrations.
- Excellent customer facing skills.
- A positive attitude towards customer service and good communication skills.
- Experience of Windows server 2003, Exchange /xp professional / office 2003.
- Commercial technical support experience of servers and network infrastructure.
- Ability to be clear & concise when explaining technical procedures to customers.

ACADEMIC QUALIFICATIONS

BSc (Hons)   Web Programming
Nuneaton University   2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College   2003 - 2005

REFERENCES – Available on request.