

# Billy Gigurtsis

Based in London, England

[bgigurtsis@gmail.com](mailto:bgigurtsis@gmail.com)

07766000438

## **PROFESSIONAL EXPERIENCE**

### **Service Desk Analyst – June 2020 – December 2020**

Historic Royal Palaces - London, England

- First point of contact for over 1200 users across multiple Palaces in the UK. Logging and fixing issues through ServiceNow following ITIL. This ranged from Windows, Mac OS X to Surface tablets. Some of these required rebuilds using SCCM.
- Dealing with many already logged and unresolved tickets with a high expected fix rate while meeting strict SLA's. Raging from issues with Office 365, Bitlocker, and Citrix to bespoke applications like Barclays banking software.
- Fixing many incidents upon the first point of contact either by remotely connecting to their machine or if they were in Hampton Court Palace simply walking over to their office.
- Ensuring that a high level of support to VIP's continued even after lockdown had started and we did not have access to our usual support tools.

### **IT Engineer – June 2020 – June 2020**

CloudyGroup - London, England

- Provided IT support over Microsoft Teams to attendees of the Africa Investors Conference (AIC 2020), this was a short contract role.
- Troubleshooted sound, video and hardware issues prioritizing their access to conference talks and meetings.
- Ensured that customer service always came first as most clients were executive or c-level.

### **IT Technician – December 2019 – January 2020**

Brentside High School - London, England

- Short term contract working on the school's ServiceNow service desk that was accessible by over 1500 students. I reduced the number of tickets from over 100 (early December) to just under 20 (mid-January).
- Managing the schools Active Directory and assisting with their VMWare / Windows servers (2016). Included resetting passwords, creating accounts for new starters, and diagnosing login/server issues.
- The school had been given 120 adobe licenses with no knowledge on how to set them up. I was tasked with figuring out how to do this, liaising with Art/Graphics teacher, assigning the licenses, and handing over the process to the teachers through the creation of easy-to-understand documentation

### **Deployment Engineer – August 2019 – November 2019**

Bates Group (UCLH NHS Trust) - London, England

- Part of a small 2-man team that migrated over 2200 legacy machines to Windows 10 over a s-month period contract that covered a dozen NHS sites.
- Taught users who were used to using Windows 7 how to use Windows 10. I assisted them with any inquiries including using bespoke applications.
- Outfitted a completely new NHS hospital (Phase 5 / Huntley Street), patching network ports as I went along, with a wide variety of devices including PC's/Monitors, kiosks, specialist label printers, etc.
- Logged all deployments on an asset tracker and created daily reports of what was deployed where.

### **Desktop Support Trainee – Jan 2019 – August 2019**

QBE Insurance - London, England

- Perform 1st line help desk support using ServiceNow in person and remotely.
- Laptop hardware and software troubleshooting with a focus on being as efficient as possible.
- Building Windows 10 laptops using SCCM, using Active Directory to create accounts.
- Assisted in a Europe wide migration of over 4000 machines from Windows 7 to Windows 10.

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## SKILLS / INTERESTS

- Adobe Photoshop: Advanced knowledge and capability.
- Studying for the Redhat Certified Systems Administrator certification (RHCSA)
- Very skilled with Windows and O365 in general
- Interested in malware analysis and DFIR.
- Enhanced DBS check (April 2019)
- Interests include jazz music, documentaries, yoga, and all things computers!

## EDUCATION

### Portland Place School

#### **GCSE's, June 2011**

8 GCSE's achieved at Grades C-B including English and Mathematics at grade B

#### **A-Levels, June 2014**

### Heythrop College, University of London

#### **Bachelor's Degree, September 2014 – June 2015**

BA Philosophy

## VOLUNTEER EXPERIENCE

### **International Volunteer (Youth Mentor) – February 2020 – June 2020**

NavigatorCentrum - Ostersund, Sweden

- Worked with young adults aged 16-25 to help integrate them back into society.
- This could be anything from going to the gym with them or simply listening to their worries.
- Facilitated workshops to engage young people with international volunteering.

### **CoderDojo Mentor – January 2019 – Present**

Brent Library - London, England

- Setting up the 'dojo's computers, signing in children and their parents as they come in
- Performing fun warm up activities or icebreakers with the children
- Guide and encourage children by facilitating their work on a project as opposed to conventionally teaching them.

### **Helper/Befriender – March 2017 – June 2019**

Marie Curie Hospice UK - London, England

- Companion/befriending volunteer to people with terminal illness in their own home.
- Perform simple tasks around the house like making them tea or helping them shop.
- Provide person-centered emotional support using skills such as active listening.

### **Event First Aid – February 2017 – October 2018**

British Red Cross - London, England

- Certified in standard first aid to treat the most common ailments in children and adults.
- Provide first aid to the public at events in and around London, triaging to treat the most ill patients first.
- Assist with the build and take down of temporary first aid camps.
- Attend monthly training sessions to keep up to date with clinical developments.