

Daniel Wilmot

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“An experienced Analyst with problem-management, customer service and excellent interpersonal skills.”

Personal statement

I am a reliable and highly professional service desk analyst, with extensive experience in IT helpdesk support across a wide range of hardware and software. I am comfortable communicating via telephone, email and in person. I have learned to build good working relationships with customers, allowing me to work efficiently in resolving their incidents. I also have some experience of off-site network installation and asset management.

Troubleshooting and research are key aspects of the job that I enjoy, as well as dealing with new technologies and challenges. I am always keen to learn new skills to enhance the way I work.

I am currently looking for a new role to help me expand my technical knowledge and maximise my potential.

Technical Skills

- Active Directory
- Microsoft Windows XP/7/8/10.
- MS Office 365 and Exchange Online including some experience migrating users to 365.
- Citrix XenApp and XenDesktop
- Knowledge and experience using multiple call logging systems – Tesseract, LANdesk, Gemini, Remedy/ITSM and Service Now.
- Experience using MS Sharepoint.
- Antivirus and Security software management (Symantec Endpoint)
- Nexthink Proactive Management.
- Basic server support.
- Software installs/uninstalls.
- Laptop and Desktop hardware upgrades and repairs.
- Mobile phones - Apple and Android –hardware/software support.
- Tablets – Apple and Android –hardware/software support.
- Printers – Setup and software support.

Employment History

Technical Support Analyst 2nd line

Computacenter LTD

Nottingham

January 2017 till present

Supporting major contracts for YBS UK, NFUM, First Group and
FCA UK - Diagnosing and resolving 2nd line technical issues,

varying from networking, software and hardware issues to user account and server support.

Technical Support Engineer

XMA LTD

Supporting multiple contracts and high profile businesses throughout the UK, including HMPS and SPIE UK. Logging, diagnosing and resolving a wide range of technical issues via email and phone, in a timely and professional manner.

Nottingham

July 2009 to January 2017

Groundsman

AT2 Tree Surgery

Nottingham

July 2008 to July 2009

Various ground based duties, including hardware maintenance and risk management, clean-up and pack down and liaising with customers where required.

Education

South Wolds Community School

AS Levels:

English Language - D

Media Studies - D

Theatre studies - E

GCSEs:

English Lang - B

English Lit - C

Maths - C

Music - A

R.E (Full Course) - B

Double Science - C

Sociology - B

IT - C

Hobbies and Interests

In my spare time I love listening to and playing music. I am an accomplished guitarist with an interest in music technology and sound engineering. I'm also the guitarist and backing vocalist in a band where I have written and arranged much of the material we perform.

References

Hays Specialist Recruitment, Alan House, Clumber St, Nottingham NG1 3ED

XMA LTD, Unit 44, Wilford Industrial Estate, Ruddington, Nottingham, NG11 7EP
Telephone: 0115 846 400

Alastair Cuthill, AT2 Tree Surgery, The Stables, 14 King Street, Nether Broughton, Leics, LE14 3HA Telephone: 01664 822118; Mobile: 07952 992957.