



ROBERT CONLON

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PERSONAL STATEMENT

I am a young professional with a huge passion for technology. In my spare time I like to upgrade and customize my computer. I also like to do minor projects such as setup my own VPN using a Raspberry Pi. Throughout my life technology has always been my greatest passion, an example of this is when I worked part time to buy one component a month to build my very own pc at 13 years of age. I believe this highlights my commitment and dedication to goals I set myself.

EXPERIENCE

Merkur Engineering 01/2017 to 05/2018

Senior Workshop Engineer

At Merkur my job was to prepare machines to be sent to sites, and to supply support to our staff at sites if needed. This job gave me the opportunity to greatly grow my practical skills such as fault finding. I supplied 1st line support to engineers on site who were experiencing issues with machines, sometimes this entailed remotely dialing in to their server to read the log. Within 6 months of working at Merkur I was promoted to Senior Engineer due to my knowledge on pc-based machines. I believe this shows my potential for growth. Furthermore, I was also selected to go to London to work on site with a customer; I built such a good relationship I have been specifically requested for all work since.

2nd Line IT Analyst 05/2018 to 04/2019

Central England Co-Operative

I began at Central England Co-Operative as a 1st line support assistant. However, after 2 months I was promoted to 2nd Line Analyst. I was promoted due to my passion for technology along with technical abilities. I was both the youngest of 1st and 2nd line but still was promoted over my peers. My role involved closing calls within SLA and dealing with Major Service Outages as fast as possible. My role was to provide over the phone and desktop support to over 5000 devices. I believe my quick promotion shows my potential for growth as I was promoted over colleagues with years of experience. Furthermore, due to this I was selected among my fellow analysts to be part of a large scale project, this included updating all the tills under our support.

IT Desk Engineer 04/2019 to current

Littlefish

Working on the 4 on 4 off team has granted me a great deal of self-development. Due to supporting a vast array of contracts I have amassed a great variety of knowledge. It has also greatly improved my problem-solving skills as there is often no one to turn to but yourself if you have a problem. This has also given me a chance to increase my skills with PowerShell. This is due to the need to be time efficient when doing new starters and leavers, this led me to create scripts which would do the whole process automatically after plugging in the UPN.

SKILLS & PERSONAL QUALITIES

- Basic Networking Understanding
- Active Directory Knowledge
- Windows Knowledge (XP, 7, 8, 10, Server)
- Microsoft Exchange knowledge
- Office 365 Experience
- OSX Knowledge
- Microsoft Office Skills
- Sharepoint Admin Skills
- IOS Knowledge
- PowerShell Skills
- Intune Experience
- PXE Boot Experience
- CISCO Handset Knowledge
- Advances knowledge of Group Policy
- Experience with deploying software to masses of devices
- Landesk Deployment Experience