

Mark Richardson

Installation/Field Engineer -
Independent Contractor Bolton
titchbwfc@gmail.com 07555 801 602

Work Experience

Instalation/Field Engineer

Currently contracting for DHL, Sainsburys, HPE and BT

Installing and Configuring Switches,Routers,WiFi and other equipment for major Blue Chip companies throughout the UK. Liaise with onsite project managers, staff and 3rd line support to get the job done quickly and efficiently. Working on my own or in teams of up to 30 to get work done in the outage windows provided. From single switch one AP sites to full supermarket refreshes.

Senior Engineer

Network Connect
Ltd 2017 to 2019

- Install, configuration and troubleshooting Splicecom Voip Phone Systems
- Install, configuration and troubleshooting Fortinet Firewalls and Wireless Controllers
- Install, and troubleshoot cabling and networking in customers premises
- WiFi Surveys and installation for customers
- 50/50 Office/Field Based covering UK

Project Sites IT

Technician LAING O'ROURKE
November 2015 to 2017

- Microsoft Desktop Windows 7/10
- Microsoft Windows Server

2008/2012

- Microsoft Exchange

2007/2010

• The role was an escalations point from the Service Desk

- Networking Experience (routers, HP switches & Aruba Wireless)

• Network Administration & Data Backup Technologies

- Multiple Site Support, Build and administration of the network infrastructure

• IT Service Desk Environment - ITIL/Service Now

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Hyper-V

- Field Based Covering the North England Active Directory, Outlook, Group Policy, Breakfix, User Help/Support, SCCM, Office, Autocad,

Network and Desktop Support Field Engineer

CARILLION PLC 2014 to 2015

- Network, Print Server, File Server and Telephony install on Temporary Sites

• Rollout and Build New Laptops and Desktop PC's to Individual Requirements

• 2nd Line Helpdesk Support to meet SLA's and 3rd Line Build/Support for Sites

• Field Based Covering the North England

- Active Directory, Outlook, Group Policy, Breakfix, User Help/Support, SCCM, Office, Autocad,

Network Field Service

Engineer MDSI EUROPE LTD 2012 to

2014

- Installation and configuration of Cisco Routers Firewalls Switches

• Installation of Actelis WAN Bonding Technologies

• Providing Field based 2nd line support to troubleshoot all problems with customer equipment

• Liaise with ISPs and Customer Techs during installations

• Working/Troubleshooting Various Secure Sites within a 4hr response time SLA including

- GEO POPS, SKY POPS, BT EXCHANGES, AIRSIDE AIRPORTS, SELAFIELD

Senior NOC (Data Centre)

Technician Telecity Group Plc 2009 to 2012

- Installation and configuration of Cisco switches Cisco routers Cisco Pix Firewalls
- Knowledge of VTP, SPANNING TREE, RIP, EIGRP, OSPF, HSRP, VRRP, GLBP
- DNS, EMAIL, SNMP, CACTI, ACTIVE DIRECTORY, JABBER
- Server builds and configuration UNIX, LINUX, WIN2008, WIFI Access Point Installation
- Infrastructure monitoring and configuration for UPS, Air Handling Units, Temperature Sensors
- Installation of fibre/copper cabling, Rack Prep and Rack build for customers
- Extensive remote hands troubleshooting for customers equipment servers, firewalls, switches
- 24x7 shift pattern and 24x7 oncall duties undertaken

Contract Cabling

Engineer Samantha Tracey
Turner Ltd 2009 to 2009

Working in a group of six installing Cat5e, Cat6, fiber cabling at Rackspaces newest datacentre

- Installing trays, racks and extensive testing

server administrator to gain MCITP server administrator

Certification AVC Global Ltd 2009 to 2009

Certified
MCTS 2009 to 2009

70-640 Active
Directory

Lead Field Service Engineer,

Nationwide AVC Global Ltd 2005 to 2009

- Installation of servers, (Cisco)switches, (Cisco)routers, user pcs in security cleared national banks

- Reimage computers and troubleshoot networks within well known high street lenders
- Installing networking and troubleshooting printers for government departments
- End user-support and break-fix contracts for plumbing contractors
 - Individual assignments to leading groups of ten plus
 - Extensive EPOS work through numerous varied high street stores
- Cash machine and till installation networking and troubleshooting
- De-installation and network patching problems solved through most contracts
- Nationwide and offshore travel undertaken
- Sky Trained engineer due to 6 month secondment

Computer

Experience:

Certified

MCTS 2008 to
2008

70-642 network Infrastructure and
Configuration

Computer Systems & Network
Support 2004 to 2004

Attended Cerco Training's intensive 4 week Computer Systems & Network Support course
Practical experience of installation, repair and maintenance on a wide range of
software and hardware products including:- Fundamental Concepts

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PC

Education

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BA in Economics Demontfort
University - Milton Keynes 1992
to 1998

**A levels in Maths, Biology, Economics and General
Studies** Turton High School Sixth Form College - Bolton 1990 to
1992

**GCSE in Maths, English Literature, English Language, Biology,
History, Geography, Physics and Commerce** Turton High School - Bolton
1985 to 1990

Skills

NETWORKING (7 years), SECURITY (4 years), DNS (3 years), MICROSOFT WINDOWS (1 year),
NETWORK ADMINISTRATION (1 year)

Additional
Information

Operating
Systems

- Windows 2000, Dos Command Line, CSNW, Installation & Configuration, Troubleshooting Networks
- Topologies & Protocols, Security, Resource Sharing, Network Administration, Peer-to-Peer & Client/ Server, Windows 2000 & Novell Environments, TCP/IP Networking - DHCP/WINS/DNS, Configuration and Troubleshooting PC Hardware
- IRQ, DMA & Port Addressing, Memory, Device Installation, Upgrading and Configuring, Diagnostic Troubleshooting