

Contact details

Joshua Dudley
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Personal Information

Date of birth – 17th October 1995
Citizenship – United Kingdom
Full Clean UK driving License

Secondary Education

St Columba's College
King Harry Lane
St Albans
Hertfordshire
AL3 4AW
I achieved 10 GCSE's at A*-C level including Math's and English

Further Education

Oakland's College
Welwyn Garden City Campus
Level 2 IT Practitioner's Course- Passed with Merit
Level 3 IT Extended Diploma- Passed with Distinction

Qualifications

Apple ACSP (10.10)
Apple ACSP (10.11)
Apple ACSP (10.12)
Mac OSX 10.10 Server Essentials
Casper Certified Technician
Casper Certified Administrator
Certified JAMF Administrator
BCS Foundation in Project Management
AAT level 2 in Accounting

Employment

ACS International Schools (1st/2nd line support engineer) August 2017-

Responsible for the upkeep of an International school IT department supporting around 1000 users within a 2nd line capacity, whilst maintaining a helpdesk for head office, my main responsibilities were as follows:

- . Managing entire JAMF Suite
- . Responsible for all escalations across 2 campuses
- . Managing backup server
- . IT Project management
- . Managing Helpdesk
- . Training 1st line within JAMF
- . Switch & UPS maintenance
- . Relationship management
- . Responsible for Windows support in head office
- . Documentation & Procedure management
- . Server room maintenance
- . Budget planning
- . Procurement
- . Office 365 Management
- . Rolling out new proxy system across all 4 sites
- . Introducing Apple School Manager into school system
- . Management of iPad 1 to 1 programme
- . Network maintenance & patching

Technica Solutions (1st Line Network Engineer & Team Leader) April 2017-August 2017

My starting role at Technica solutions was to provide 1st line support to Mac & Windows to 350 clients, this soon then changed to IT Projects Engineer due to my experience in Apple OSX,

In my short time at Technica my responsibilities were as follows:

- . Personally, responsible for the IT of Alexandra Palace & Farecla Products
- . Responsible for the 2 apprentice's & their development
- . Managing the implementation of outsourced IT into Farecla & Alexandra Palace
- . Providing Windows & OSX support to clients

- . 1st line escalation point/ Main contact for set customers
- . Managing procurement for new business
- . Providing consultation to Apple clients on best practice. Administering Multiple Casper suites

DesignbridgeLTD (IT Assistant) 2013-2014

DesignBridgeLTD (IT Security Analyst) September 2014-February 2017

I was employed by DesignBridgeLTD, I worked within the 1st/2nd line IT support team, my role involved providing support to users within the London office but also branched out to support the Singapore, New York and Amsterdam Offices.

My key responsibilities were as follows:

- . Provide first and second line support on MAC and Windows devices for approx. 400 users
- . Remote administration and management of devices using Casper
- . Carrying out user administration and set up
- . Responsible for all new procurement & new staff
- . Creating and administrating Microsoft Exchange email accounts
- . Document and maintain Help Desk policies and procedures
- . Maintaining and creating user accounts in Active Directory
- . Maintaining the audio-visual systems in meeting rooms
- . Maintaining the Avaya Phone system
- . Ensuring that the Backups were running smoothly
- . Providing training to Staff on how to use Systems/Applications
- . Flying to other offices to provide assistance and office set ups
- . Team Management Running the 1st line Helpdesk
- . Office 365 administration
- . Switch Configuration and maintenance

Experiences/Knowledge

- Experienced in hardware and software troubleshooting
- Experienced in using both Windows and Mac
- Experience using Parallels and VirtualBox
- Experienced in Windows and OSX
- Experienced in using Active Directory/ Open Directory
- Highly experienced in using the Caper Suite
- Experience using VPN (Fortinet, Cisco)
- Experienced in Office 365
- Excellent written and verbal communication
- Positive, energized and professional presence
- Excellent customer services
- Responsible and honest
- Social, communicative and adaptable to multicultural environments
- Confident with networking aspect if IT
- Project management

References are available on request