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Summary

I'm a confident, enthusiastic 2nd line IT Support Engineer with a strong track record in delivering great support and understanding the needs of my customer.   As a vocally articulate team player, I strive to deliver continual service improvement in my roles while maintaining an excellent eye for detail. I'm now looking for a new challenge, to continue to develop myself in an opportunity that can utilise my customer service skills and strong technical aptitudes.

I possess a clean UK driver's license and my own car, I'm available to interview at a few days' notice, my notice period with my current employer is 4 weeks and I'm happy to provide references upon request.

Current Salary: £33.9K (plus £2.8K on call payment) | Desired Salary: £36K upwards

Key Skillsets & Experience

- 13 years' experience as a support engineer working in ITIL service driven environments
- 10 years' experience providing 2nd line, desk side and project support for large Enterprise environments with 1000+ employees
- Microsoft Certified (MCSA, MCP) in deploying, supporting and troubleshooting Windows 7 and Windows 10 at Enterprise level.
- Working with Cisco network equipment including patching switches, managing cabling & VLANs plus configuring and supporting Wireless Access Points.
- 5 years experiencing working with Microsoft System Center in deploying Operating Systems, system updates and applications
- Supporting and administering large CRM solutions (Oracle CRM)
- Administrating Microsoft Office 365 including user management, licensing and deployment
- Working with Industry leading IT Service Management and Asset Management tools (Ivanti, LANDesk)
- Managing & securing mobile devices (iOS, Android) with VMWare AirWatch/Workspace One.
- Expertise in working in to a high standard of Information Security in environments with ISO 270001 certification
- Experienced in supporting and troubleshooting unified communications and telephony solutions including Skype for Business (2013, 2015), Microsoft Teams, Polycom Video Conferencing and Avaya VOIP telephony.
- Supporting Citrix XenApp remote desktop/application environments
- Working with a variety of remote access toolsets (SCCM, Team Viewer, Cisco WebEx)
- Extensive remote worker support including troubleshooting VPN connectivity (Palo Alto Global Protect, Cisco AnyConnect)
- Working as part of a 24/7 on call service and regularly working outside of business hours as required for project work or for the completion of Change Requests.

Professional Qualifications

Date	Qualification
2018-09	Microsoft Certified Solutions Associate: Windows 10 (Currently Studying)
2015-06	Microsoft Certified Solutions Associate: Windows 7
2014-09	Service Desk Institute: Service Desk Analyst
2010-05	ITIL Foundation v3

Career History

Jul 2011 - Present   **General Medical Council, Manchester**
Service Desk Engineer

Job Description
Delivering 2nd line and desk side support to over 1200 customers across 6 sites. The role predominantly involves supporting customers across the GMC's 3 Manchester buildings but also occasional travel to London, Edinburgh, Cardiff and Belfast. I also regularly work closely with Project Managers as a technical lead on a number of projects. The role requires a strong ability to work independently in supporting an extensive service catalog of both legacy on site systems and cloud services. Supporting a geographically diverse workforce using a variety of devices including Windows 7 & 10 laptops, Macbooks and mobile devices.

Key Achievements
I was the technical lead in 2016 on a roll out for an AirWatch MDM solution managing an estate of over 450 devices comprising a mixture of corporate owned and BYOD (Bring Your Own Device) on both Android and iOS. I continue to support and develop this environment, acting as an escalation point for other Service Desk Engineers and ensuring support documentation is detailed and up to date.

In 2018 I was the lead Service Desk Engineer on a project to install new Cisco Access Points throughout the GMC's offices to improve the quality of the internal Wi-Fi network. This involved a lot of preparation for the installation including patching new connections into Cisco switches to a high standard including labelling and documenting the ports to ensure the correct VLANs were used. It also involved the configuration of over 60 Access Points to ensure a seamless experience when installed. I worked closely and highly effectively with both the Project Manager and Project Infrastructure Engineer to deliver a great solution.

Jul 2010- Jul 2011   **Countrywide plc, Manchester**
Technician (2nd line)

Job Description
Providing 2nd line support to all employees of Countrywide's Conveyancing division across a wide range of areas including full ownership of the desktop/laptop estate, supporting over 200 thin terminals and administering an Intertel phone system. The role required me to liaise closely with Service Desk & Infrastructure teams. Excellent customer service skills and professionalism were required as I would regularly represent the 'Face of IT' for a large number of users up to Director level.

Key Achievements
In 2010 I managed and implemented the replacement of all legacy HP printers in the company's primary office in Manchester with 20 new Samsung & Sharp multifunctional devices. I planned what structured Ethernet cabling was required for the deployment, I configured and tested the devices and then communicated with users to ensure that any disruption was kept to a minimum.

Jul 2008 – Jul 2010	**Countrywide plc, Manchester** **IT Service Desk Team Leader**

Job Description

Leading a service desk team supporting around 380 staff working for Countrywide's Conveyancing division. The Service Desk were responsible for delivering support in Manchester as well as remote support to sites in Cardiff and India. My role was to manage escalations, provide technical assistance to analysts and reporting on Key Performance Indicators (KPIs).

Key Achievements

During my tenure in this role I delivered an improvement in SLA performance. In 2009 the percentage of incidents resolved within their SLA fix time averaged over 97%. I also delivered an increase in service desk first time fixes by increasing skillsets on the service desk and taking on work previously handled by 2nd/3rd line teams.

Oct 2006 – Jul 2008	**Fujitsu Services, Crewe, Cheshire** **Lead E-Business Desk Supervisor**

Job Description

This role required me to lead a team providing website support to the customer. This entailed managing 6500-7000 voice calls per month. The role required a strong understanding of various OSs, browsers and e-mail clients. I regularly deputised for my Team Manager in Service and Operations Reviews, conducted staff appraisals & chaired monthly team meetings.

Key Achievements

At its inception in 2006 I was integral to the successful restructuring of the Service Desk exceed our customer's SLAs as well as developing reporting techniques, training documentation and a highly effective call mentoring program.

In 2007 I conducted training for an ISP contract which was being offshored to India. I performed a training needs analysis, produced a training plan and training materials and conducted the training using video conferencing and desktop sharing software. The training was successful & cost saving for Fujitsu and was highly praised for being a template for future off shoring work.

Jan 2005 – Oct 2006	**Fujitsu Services, Crewe, Cheshire** **Customer Services Technician**

Job Description

Handling voice interactions for over 80 contracts, the role required me to be adaptable and to learn new skills quickly. The requirements included network, Windows & application support including remote diagnostics and other troubleshooting. Acting as a problem manager to ensure swift resolution to customer issues I regularly deputised for the duty Supervisor and frequently delivered training to new staff and developed training materials.

Education

2003-2005 - HND Computing – South Cheshire College; Crewe, Cheshire
1997-1999 - A Levels Maths and Physics - Malbank School; Nantwich, Cheshire