

# Michael Freeman

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BSc Hons Computing: First Class Honours

# IT Engineer

Based in Manchester

Full UK Driving License

## PROFILE

Looking for a new challenge in a dynamic and progressive organisation which will provide career progression opportunities. I am a highly motivated and ambitious person who always strives to achieve the best possible standards and be the best I can be. I am open-minded with a logical approach when solving problematic situations. Naturally organised, disciplined and a confident communicator, I have proved to be reliable, conscientious and dependable.

## PROFESSIONAL & KEY SKILLS

### Technical Skills

- Comprehensive Knowledge of Windows 7\10, macOS and Linux
- Understanding of network infrastructure and technologies
- Windows Server 2003-2016 including Active Directory
- Knowledge of security technologies including VPN, anti virus and disaster recovery
- Microsoft Exchange Server 2016
- Microsoft Office 365 & 2016
- Competent with VMWare vSphere
- Experienced with macOS management software (VMWare AirWatch)
- Understanding of the ITIL framework
- Computer Hardware Repair
- Proficient with iOS & Android

### Professional Capabilities

- Vendor liaison and purchasing
- Maintaining asset registers of all hardware and software
- Creating and maintaining system documentation
- Analytical and problem solving
- Managing competing priorities and own workload
- Flexible to work under ever changing circumstances and conditions

## WORK EMPLOYMENT

### Nucleus Global

#### *IT Support Engineer*

**June 2017 - March 2019**

- First line support for the largest specialist medical communications network in the world, based in their Manchester office.
- Provided expertise to the business in network and system support through diagnosis of system faults and their resolution
- Maintained high levels of support to users by responding proactively to IT tickets
- Responsible for the configuration and installation/deployment of both Windows and Mac workstations
- Participated in team meetings, providing input and suggestions
- Prepared audio-visual equipment to go onsite where needed
- Managed the servicing and repairs of hardware
- Project work included configuring and deploying Remote Desktop Services on Windows Server 2016, researching, purchasing and deploying a new CCTV system for the building and migrating users from an old domain controller to a new one

## **Debt Software Solutions Ltd.**

### ***First Line IT Technician***

#### ***June 2015 - June 2016 (Industrial Placement)***

- Part of the first line team responsible for the support of their clients' IT infrastructure (600 users), including the hardware platform and their bespoke CRM system
- Ensured that all HelpDesk tickets were dealt with
- Liaised with 3<sup>rd</sup> party support providers
- Worked with the development team to provide a stable infrastructure
- Ensured all backups were completed
- Created a desktop image that I deployed to 27 PC's and liaised with a senior member of the Finance team to produce a schedule and complete the roll out

## **Cranford Café Ltd.**

### ***Assistant Chef/ Kitchen Porter***

#### ***2009 - 2016***

- Weekend job for seven years assisting in the kitchens of busy café and sandwich bar
- Working in a pressurised environment, effective on my own, or as part of a team
- Conversated with a wide range of people of all ages and backgrounds
- Learnt the importance of time management, reliability and co-operation.
- Frequently used my own initiative to achieve particular tasks and learnt that consistency and quality of service are essential in promoting a successful business.

## **Tennis Coaching**

### ***Assistant Tennis Coach- Hale Lawn Tennis Club***

#### ***2010 - 2018***

- Coached young children on weekday evenings and weekends, which reinforced my understanding of the importance of effective and meaningful communication
- Qualified as a British Lawn Tennis Association UK Assistant Coach, which enabled me to develop a number of key coaching skills, including ways to motivate and inspire people
- Organised teams and structured group programmes to ensure the fullest enjoyment of participants

## **INTERESTS AND ACHIEVEMENTS**

### **Tennis**

- Since the age of 4, I have played in various leagues, tournaments and competitions
- I have won numerous honours, medals and trophies
- Level One UK Coaching Certificate for Tennis
- Member of Hale Village Tennis Club

### **Photography**

- Drone flying and aerial photography

### **Football**

- Social member of 5-a-side football team
- Supporter of Liverpool Football Club and attend matches when possible

### **Languages**

- Currently learning conversational Spanish

## **EDUCATION**

### **Sheffield Hallam University**

#### ***BSc (Honours) Computing*** Graduated with First Class Honours

#### ***2013 - 2017***

Modules included: Network Systems & Security, Management of the IT Environment & Security, Management of Information Systems Projects, IT Service Delivery (ITIL), Computer Technology for Business.