

CURRICULUM VITAE

Ashley Lavington

Personal Details

Name: Ashley Lavington

Location: Preston, Lancashire.

Telephone Number: 07515343752

Higher Education: University Central Lancashire (Runshaw H.E) 2010- 2012
Foundation Degree in Computer Games Development completed July 2012

Further Education: Runshaw College
BTEC National Diploma I.T Practitioners Course

Diploma: Distinction-Merit-Merit Completed 2010

Subjects Studied/ Qualifications gained: English – GCSE Grade C
Maths – GCSE Grade C
Information Technology Multimedia - Pass
Information Technology Microsoft Suite - Pass

Additional Qualifications: ITIL Foundation

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Employment History

Current Employment: Dunbia (Preston)

Date Started: November 2016 – To Date

Position: Site IT Supervisor

Previous Positions: Senior It Technician (May '18 – Jan '19)
IT Technician (Nov '16 – May '18)

Within Dunbia, the strain on IT and the requirement of technology is a lot more than the standard office setups. Due to the nature of the production environment, IT downtime is a scenario in which the business cannot afford.

As the Current Site IT Supervisor, it is my role to continue providing a certain level of support throughout the Service Desk team with or without the attendance of the Site IT Manager. I am the link to keep the current technicians and the manager up to date on certain daily tasks and/or issues.

Currently, I have 3 technicians directly under me that vary in skill sets and job roles in which I supervise and prioritise work load to make sure SLA's are not breached and escalated in a timely manner to the relevant teams.

A normal daily task can vary from the standard Microsoft Office issues, issues on the production line to Infrastructure troubleshooting and repair.

The ability to think on the spot in a Highly pressured environment is key. Over the years you begin to collect your thoughts and do not buckle under the pressure and act in a timely and professional manner.

Whilst at Dunbia, I have been promoted twice in the short space of 3 years. I began at Dunbia as an IT Technician and quickly came to terms with how the production environment works and relies on technology and its advances.

Within the first 18 months of my employment, I was promoted to the rank of Senior IT Technician which began my role of sharing my knowledge with new and continue to provide it to the current technicians also.

At the beginning of 2019, I was kindly promoted to the rank of Site IT supervisor and given the responsibilities to follow this important role.

In the absence of the Site It Manager, it was my sole responsibility to make sure we are able to prevent, maintain and foresee any potential issues while providing the service we have tries hard to give. Doing so, I am able to prioritise workloads throughout the department and continue to keep within the SLA's set.

Weekly, if not daily I communicate with IT suppliers for continuous supplier and price comparison of required consumables. Working along side Manage Print suppliers and 3rd Party software vendors.

The positions within a production environment are not the 'Standard' IT roles. We do support users, be that local or remote but we also have production equipment that require specialist knowledge to configure and operate on a level ready for product processing.

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Whilst previous Active Directory use has been performed within AD in its true nature, we utilise this now via AD Manager. Although areas are now restricted, the main nature of AD is still accessible, for example: User Creation, Security/Distribution Group Creation etc.

Along with the standard Service Desk requirement, we also provide 1st and 2nd line support of specific Applications through the company before escalating to internal team or to the Application Vendor.

Currently I personally provide support for the following applications, some of which are bespoke:

- EmyDex - 1st Line Support
- Microsoft Dynamics Navision - 1st Line Support
- Infor M3 1st Line Support
- All Microsoft Applications

Along with Software requirement, matching those of the hardware specification come hand in hand. Imaging of new devices or fresh installations using Microsoft media to test, administer and provide a working solution to a user as a business solution. Some of which, are bespoke to the business.

Over the years and guidance of Infrastructure Leads/Engineers, I have been able to understand and aid in the implantation of key infrastructure hardware. Be that Fibre/Copper runs, Fault Finding, Switch installation and administration. The understanding of Physical and Virtual hosts is a must with the future of business needs. Advancements of technology allows us (members of IT) to decrease the physical size of the standard requirements and provide a better solution with the introduction of Virtual hosts and replication.

The ability to support multiple sites remotely also has its advantages. Currently, we directly support 5 sites (including our own) and the ability to provide users upon the remaining 15 sites throughout the UK and Europe.

Previous Employment: Danbro

Date Started: November 2014

Date Finished: November 2016

Position: IT Coordinator

Danbro is one of the North West's biggest Payroll and accounting providers, keeping the company's technology up to date was key. As a member of the IT team, security and optimal performance was the ideal end goal.

Whilst at Danbro, I was able to successfully implement and deploy Folder Redirection to all stationary members of staff. This enables us to have a data redundancy in case a PC was to no longer function, creating a copy of the data from the Desktop/Documents folder and saving it in a designated drive on a local server.

On a day to day basis my tasks included the following:

- **Active Directory Administration**
 - Administering Organisational units
 - Applying Group Policy Objects
 - Creating Group Policy Objects
 - Creating Security Groups
 - Administration of the Security Groups
- **Exchange**
 - Creating users
 - Creating Shared Mailboxes
 - Creating Room Booking's
 - Hub Transport Rules

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- **VM Ware**
 - Monitoring all virtual Servers
 - Creating Virtual PC's/Servers
- **Cisco Switches**
 - VLAN's
- **Phone Administration**
 - Call Tier's
 - Extension Administration
 - DDI assignment

With the above points, I was the main point of call internally and with external suppliers, for all network and hardware issues including printers and consumables. Along with the employees on site, I have had the task to aid users on the road whom use Citrix (Remote Access Platform) and have successfully tackled several issues within this platform including software implementation.

I've aided in a number of company take overs, integration devices such as servers and phone lines into a production environment in a timely and professional manner. Enabling our customers to be transferred seamlessly causing as minimal disruption both internally and externally.

Previous Employment: Academy@Worden

Date Started: September 2013

Date Finished: November 2014

Position: IT Technician

Duties include:

As an IT Technician our duties are to maintain and upgrade the given network infrastructure, whilst providing general day to day IT repairs.

Within the education sector, jobs vary in size and require to be organised upon priority of that given job.

As an individual I believe I have the ability to hold and prioritise my own work load in a busy environment.

Whilst at Worden, I have taken control of many projects and complete many as part of a small team. Some of those tasks are as followed:

- Complete Domain Overhaul
- Server implementation
- Virtualisation of machines
- Network Mapping
- Switch Installation
- Problem Finding

These are a few of the tasks that I have completed during my time at Worden along with the day to day issue that may arise.

Whilst working in the school, I have become familiar with such bespoke pieces of software such as PARS/SIMS. PARS enables members of staff to take pupil registrations and issue consequences/rewards on the system. Without such bespoke software, the school cannot function as efficiently as possible.

Within an educational environment, our main aim is to allow students to browse the internet safely without concern. To do so, we use a program called Impero. Whilst using Impero to maintain pc's remotely and collectively, we can also view a user log to view when the previous user was logged on (in case of damage) to viewing pupils search history, tasks and logs in case there was an issue regarding network security or the safety of any given child.

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Whilst at Worden I was able to Introduce Biometric Cashless System. This enables users to top their accounts up via parent pay along with the option to pay into their account. To pay for food, a simple biometric scan of a given finger/thumb would be taken allowing the user to then scan in exchange for food.

Personal Overview

As an individual, I find myself hungry for exposure and knowledge. I enjoy taking tasks to hand that some may steer away from. With my previous experiences and employment, I have shown on several occasions I can step up to position when and as needed.

I enjoy the challenge of a position and have been put into challenge positions previously which has made me the person I am today.

I am eager to develop and progress, not just for myself but for a company that values me not only as another employee but as an individual. Development and progression are some of the key aspects I look for in any potential role.

Through my working career I have been able to build up customer service mannerism to be able to talk to any from of user/customer to the best of my ability with the added benefit of working to strict SLA deadlines.

I am looking to expand my knowledge in any sector which are available. I have worked in Education, Financial and Food Manufacturing/Production and wish to continue building my portfolio with another suitable company.

If I am unsuccessful with my application for employment within your company, I would appreciate any feedback you may have positive or negative, to enable me to better myself for future applications.

Thank you for your time.