

John Taylor

80 Heys Lane
Blackburn
Lancashire
BB2 4NG

Curriculum Vitae

07751833815
john_taylor76@outlook.com
LinkedIn john-taylor-3ab11815b

PROFILE

I am a dynamic IT professional with over 5 years of working in a fast-paced demanding multi client, multi site IT environment providing extensive hands on 1st line and 2nd line support activities. A strong communicator with excellent interpersonal and numerical skills I have been able to prove my ability to work independently and as a member of the IT team. Working with other departments in the business, I have been involved in large-scale projects and deployments, delivering under pressure, to pre-set timescales and SLA's and producing consistently high results. I have also gained the ability to set my own timescales and deliverables whilst managing expectations for projects I have been solely responsible for. I am able to write, implement and follow up on my own RFC's within my skillset or work areas.

AREAS OF EXPERTISE

- Over 4 years' experience as an IT professional within an enterprise domain.
- Excellent working knowledge of Microsoft Technology Stack (Windows XP/7/10 operating systems, Office 2007-2016)
- Providing 1st line and 2nd line support within Desktop Support and Enterprise System Administration
- Management of Active Directory
- Helpdesk and remote assistant software (Terminal Services, TightVNC and Windows Remote Desktop).
- Deployment and Implementation of Hardware and Software Solutions
- Experience of installation and setup of Dell and HP Laptops and Desktops utilising Windows Deployment Services for mass roll outs.
- Exceptional customer support via phone, remotely, email, chat and on-site.
- Troubleshooting and performing diagnostics in a very fast paced break fix environment.
- Following ITIL processes for Helpdesk support including add / moves / deletions
- User and Device Administration for Cisco UCCE
- User and Device Administration for NICE Call Recording
- Local Network Patching

TECHNICAL SKILLS AND COMPETENCIES

Operating Systems	Windows 7/10, Windows Server 2008/2012
Supported Hardware	Dell and HP desktops, laptops and thin clients, Ricoh printers, Apple, Android and Windows smartphones, Cisco phone systems.
Support Tools	Active Directory, remote assistance software, Terminal Services, VPN, Windows Deployment Services, Helpdesk tools (Spiceworks, BMC, Remedy, Symphony Summit)
Software Packages	Microsoft Office 2007-2016, Open Office Suite, Office 365 admin
Email Systems	MS Outlook 2007/2010/2013
Browsers	Internet Explorer, Chrome and Firefox
Antivirus	Sophos Endpoint Control, Sophos Central
VoIP	Cisco UC (user and device admin)
General Skills	Setup & installation, WDS, troubleshooting, patch management and performing backups.

EDUCATION

A-Level Qualifications Biology, Sociology and Chemistry

PROFESSIONAL EXPERIENCE

IT Support Technician – Hinduja Global Solutions – November 2014 - Present

I am responsible for onsite 1st and 2nd line support in a 1000+ seat contact centre, with multiple client contracts covering telecoms providers and financial and government organisations. As part of a small multi-site team, my key duties are deployment of desktops and laptops, Active Directory Management, first-line and second line troubleshooting with a first call resolution rate of over 90%, assisting the infrastructure team with large projects and inventory management. Further to this, I also remotely support 2 additional sites (totaling 700 FTE) and previously assisted the VoIP team with user and device administration on our Cisco UCCE platform. I additionally have experience in disaster recovery and business continuity testing. I have also had responsibility for maintaining licence numbers and signing off costs for the office 365 usage within the UK and supporting it's ongoing use. My role also involves update deployment via WSUS for UK based workstations and maintenance of the Sophos AV estate.

Personal Achievements

I was the main point of contact for the setup of a 50-seat campaign for a new client, coordinating the creation of the base image, deployment, GPO creation and application control for all endpoints. I was also responsible for the user and device administration elements on the Cisco UCCE platform, including extension mobility for all advisors. Following successful deployment, I was responsible for the completion of UAT activities, assisting the operations team in fully testing all aspects of the deployment.

I have since followed this up with another campaign from training environment through to successful UAT and go live.

EMPLOYMENT HISTORY

- | | |
|---------------------------------|---|
| • November 2012 – November 2014 | Partwell Ltd
Warehouse/step up manager. In this role I was responsible for helping to implement a bar code scanning system including data creation/locating and full UATing. |
| • 2010 – 2012 | Granby Marketing Services
Materials Handler |
| • 2009 – 2010 | Cobham Defence Ltd
Electronics (classified) |
| • 2007 – 2009 | Broughton-Crangrove
7.5 tonne Driver |

Further available on request.

ADDITIONAL INFORMATION

Current CRB check
Current Government security clearance

REFERENCES

Available on request