

Lewis Hackett

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I am an honest and hardworking individual who works well independently and, in a team, to work more collaboratively and efficient. I am a customer and people driven team player with a highly motivated and flexible approach. I am a good timekeeper and I am always willing to learn new skills and knowledge. I am a highly self-motivated person who likes to achieve both work and personal goals. I take pride in everything that I do, and I always try to do the best in any given situation.

Business Experience

Keepmoat Homes

Service Desk Team Leader – January 2019 – Present

Reporting directly into the Head of IT, throughout this role I have managed 5 members of the IT Service Desk. The team is made up of 4 1st line technicians and 1 Asset Coordinator supporting 1200+ computer and mobile users.

- Day to day team management of 1st Line support team including rota and workload.
- Working closely with the Asset Coordinator to improve the asset process and ensure the asset database is constantly being updated.
- Ensuring that all Incidents and Service Requests are resolved with the agreed SLA's.
- Working with senior IT management to improve and implement various processes to help produce a more effective supportive service standard to the Keepmoat group.
- Undertaking regular service analysis and being proactive relating to any incidents or project activities
- Liaising with third-party vendors where required for day to day resolutions and project implementation.
- Set-up from scratch and now regularly managing all changes to the internal ITSM system for better productivity across all teams within the IT department.
- Guided a team to reduce all telephony related incidents talk time by 50%.
- Leading the 1st Line Service Desk to maintain a 95% 'Outstanding' Customer Satisfaction score of all Incidents and Service Requests.

Applications Systems Technician – June 2018 – January 2019

- Working within the Application Systems team to provide support and manage the COINS system for the Keepmoat group
- Management of all iDevices and Android devices across the business with the use of MDM
- Working with the Business Engagement Project team to ensure that new applications are on the relevant smart devices to support the project and the business going forward
- Maintaining the Service desk queue for the Application Systems team making sure that all support issues logged are resolved within the business SLA
- Setting up new starter access within COINS with the correct access for the new starters role
- Removing access within the business SLA after a member of staff leaving date
- Installation and support of various software within the business – Adobe, Bluebeam, PDS Causeway, AutoCAD and ASTA Powerproject
- Procurement of licenses for various software when requested by the business
- Keeping track of all software that is purchased and installed onto machines to help produce monthly reports for the IT management team
- Managing the SharePoint website for the Keepmoat group for all issues and improvements
- Working alongside the 1st line IT Service Desk to provide support to colleagues within Head Office

Whilst in my role at Keepmoat, I have visited the regional offices across the UK to help within the WAN/LAN, telephony upgrade and the installation of new printers to allow better support to resolve issues and deal with requests more efficiently as well as better services being used within the business to prevent delays with sticking to strict timings. I have also built, and also maintain, the Freshservice ticketing system within the IT Department.

TrustFord

IT Support Analyst – May 2016 – June 2018

- Providing 1st line support to over 3000 users over 50+ sites
- Setting up user accounts over several different applications
- Ensuring leavers IT access has been disabled and removed from all systems
- Purchasing various pieces of IT equipment for users upon request from multiple 3rd party suppliers
- Working close with the Audit team to ensure that all SLA's are met and the correct procedures are in place
- Help train new staff members that start working on the 1st line helpdesk
- Work alongside the 2nd line team to learn and adapt internal applications to make it a more user-friendly application for the end user
- Management of iDevices and Android devices for internal colleagues

Education and Qualifications

May 2016 – June 2017

QA Apprenticeships

- Completed City and Guilds IT Systems and Networking Principles Level 3
- Level 1 Health and Safety in ICT
- MTA Security Fundamentals
- MTA networking Fundamentals
- MTA Windows Server Administration Fundamentals

September 2010 - 2015

Carlton Community College, Barnsley

- BTEC sport Level 2 – Pass
- ICT OCR Nationals – Merit
- FCSE French – Pass
- FCSE Spanish - Pass

GCSE's

- English Language – C
- English Literature – D
- Mathematics – C
- Statistics – C
- Chemistry – D
- Biology – D
- Physics – D

Full UK driving license.

Interests and Hobbies

I enjoy spending time with family and friends as well as watching football and taking part in social activities.

Referees

Referees are available on request.