

## TECHNICAL SKILLS & KNOWLEDGE

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Microsoft:

**SQL | Office365 | Exchange | Office 2003-2013 | Sharepoint | Lync**

Operating Systems:

**Windows XP to Windows 10 | Windows Server 2003 to 2016 | Mac OSX | Android | iOS**

Networking:

**TCP/IP | DNS | WINS | LAN | WAN | WiFi | VOIP | Firewall Configuration | SAN Storage**

Virtualisation:

**VMware ESXi | Hyper-V**

## NOTABLE ACHIEVEMENTS

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- Completed 3 month training and progressed to main on call support contact in only one month
- A key team member in large scale virtual server and VOIP rollouts
- Excellent telephone manner with an average customer feedback rating of 4.5/5
- Responsible for creating and deploying PC and server images; with recovery partition

## EXPERIENCE

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DLS Technologies

August 2017-Current

### IT Support Technician

- Working as part of the support team for a MSP providing in and out-of-hours support
- Supported centrally managed products including antivirus and device encryption and threat prevention
- Administered a range of email configurations, server environments and user systems
- Configured firewall configurations to lock down RDP, set up VPNs etc
- Resolved issues with SQL-based products including Sage200, PowerBI and more
- Provided a high level of support with excellent first fix rate and complimentary customer feedback

Keytech Managed Solutions

February 2016-July 2017

### IT Support Technician

- Working as part of a technical team providing 24x7 support for a diverse range of customer environments
- Administered VMWare and HyperV systems and backup solutions including Veeam and Datto
- Administered users on: Active Directory, Exchange, Sharepoint, Office365, Citrix, bespoke systems
- Responsible for creating backup jobs, fixing backup issues and performing file / server restores
- Out of hours: would be the main point of contact for critical issues and responding to monitoring alerts
- Performed firewall administration (VPN user creation, creating and amending rules, monitoring traffic)

IDH Group / MyDentist

May 2013-September 2015

### IT Support Engineer

- A key member of a team; building ~500 VMWare ESXi virtual servers in-house and overseeing the 3<sup>rd</sup> party installation of the servers as part of a new server rollout. Also oversaw related VOIP installations
- Responsible for all PC and server builds; including creating and deploying system images
- Performed laptop encryption and secure data destruction to InfoSec standards
- Administered users in Active Directory and Office365
- Part of a large team providing 2nd line support to many users and main contact for all server issues

## EXPERIENCE

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SB Dental January 2012-January 2013  
**IT Support Technician (Freelance)**

- Acted as sole point of contact for IT support. Responsible for PC builds and installs as well as support

Dental Design Studio April 2011-April 2012  
**IT Support Technician (Freelance)**

- Planned and implemented the new building's network, PC specification and backup solution and provided helpdesk support to users

HMR Property Group June 2010-July 2011  
**IT Support Technician (Freelance)**

- Acted as sole point of contact for IT support. Responsible for PC builds and installs as well as support

M'GRA Consulting Limited November 2006-March 2013  
**IT Administrator**

- Migrated emails to Office365
- Set up a centralised network storage solution for file storage with hosted offsite backup
- Provided onsite and remote support
- Responsible for PC builds and repairs
- Installed and configured new VOIP phone system

## QUALIFICATIONS

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Microsoft Ongoing  
**Microsoft Certified IT Professional**

ITIL 2015  
**ITIL Foundation**

CompTIA 2009  
**A+ Certified Technician**

## HOBBIES & INTERESTS

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A keen darts player and fan with an interest in forensics and psychology who also enjoys quizzing

## REFERENCES

Available on request