CURRICULUM VITAE

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Qualifications

Sheffield Hallam University (September 2006 – July 2012)

Two of my strongest modules were Management of I.T Services & Security in conjunction with Web Design & Development. In these modules I was able to show my technical and creative abilities with regards to design, theory-based analysis and threat analysis.

Modules including:

- Professionalism & Communication
- Information Systems
- Web Design & Development
- Professional Development
- Management of I.T Services and Security
- Computer Technology for Business

Grade Achieved: **BSC Computer Studies**

Cerco I.T Staffing (May 2012)

At Cerco I undertook an intensive I.T engineer Training course to brush up on my computer hardware and software skills. I was able to learn new skills in administrative and software management, allowing me to build upon my current skills for a wider perspective on the computing industry.

Modules including:

- Fundamental Concepts – Operating Systems, Hardware, BIOS/CMOS
- Operating Systems – Installation/Configuration, Troubleshooting
- Networks – TCP/IP Networking, Security, Troubleshooting
- PC hardware – Motherboards, Device Installation, Upgrades
- Communications – Internet/Intranet, Routers, Gateways, Remote Desktop

Grade Achieved: **Cerco Certificate in Systems & Networking - Distinction (CCSN)**

Norton College (September 2003 – June 2006):

GNVQ ICT	**BBBB**
AVCE ICT	**CC**
Key Skills Mathematics	**Level 1 & 2**
GCSE Maths	**C**
GCSE English	**C**
AS Photography	**D**

Technical Skills

- 1st/2nd/3rd Line Support
- Active Directory
- Group Policy Management
- Windows XP – 10
- Linux
- Android and IOS
- Windows Server 2003 – 2016
- Veeam Backup and Replication
- Symantec Backup Exec 2010 – 2012
- Veeam VMware ESXI/Vsphere Client
- Antivirus, Firewalls and Proxies (Symantec, Kaspersky, McAfee, Solarwinds)
- Bitlocker/Deslock
- Azure Cloud Platform
- Office 365 and Admin Centre
- Microsoft Office 2003 – 2019

- Microsoft Dynamics CRM
- Bartender
- MyPOS
- IFS 8
- Adobe (various elements)
- SCCM
- HTML/Web Design
- Printers/Scanners Installations
- Networking, IP Configs, DNS, DHCP
- Remote Access (Teamviewer, RDP, Solarwinds, Ultra VNC)
- Blue Alligator Sales System
- Cedarbay ERP Integration
- Solarwinds RMM
- NHS SystmOne
- VOIP Phone Systems

Employment History

June 2015 – Present   Amefa UK Ltd
Duties Included:

- Server Builds, Migrations and Virtualisations
- System Installation, Setup and Upgrades (Laptop, Desktop and EPOS Terminals)
- Project Design and Implementation
- Asset Management, Procurement and Reporting
- Budget Control
- Report Writing
- Problem Solving
- Backup and Recovery Design and Implementation
- Team Management

Over the years at Amefa I have progressed my career, starting out as a Support Desk Level 2/3 Engineer quickly saw me progress to the System Administrator for the UK. Pushing my career ambitions even further, I later earned the promotion to UK IT Manager where I am at today.

Working as part of the Group IT team, has seen my role extend internationally on a regular basis. Being able to balance the workload between the team is a key factor in ensuring smooth operations for the group and has given me many opportunities to work in our offices around the world. Migrating to Windows 10 in Asia, Server virtualisations in Poland and Server hardware rebuilds in the Netherlands and UK are some of the tasks I have successfully completed.

Since my first day in Amefa I have been part of and have overseen the design and implementation of many new business systems. This includes Exchange server migrations to the Office 365 platform, CCTV installation, Security implementation, EDI Integration, Disaster recovery procedures and meeting GDPR compliance.

By reporting to the group IT Director on a regular basis and running frequent group meetings about local business systems, updated policies and procedures and new projects, ensures each member of the team is regularly up to date with IT systems. This offers every member of the team the opportunity to voice their ideas and concerns, which is an essential part of our team.

Many projects and daily requirements typically involve liaising with directors and other department heads. This has given me a wealth of knowledge in the way the business runs and the communication between each department which is key to understanding the processes required to carry out my role.

February 2015 – April 2015   Badenoch & Clark (Contracting – NHS – Windows 7 Rollout)
Duties Included:

- Windows 7 Migration
- 3rd Line Hardware & Software Support
- Installation & Data Backup
- Active Directory Management
- SCCM Software builds

- Memory Upgrades
- Refurbishment & Hard drive disposal
- Warranty Checks
- Networking - Static & DNS
- Printer Installations and Setups

At the NHS I was part of a small team responsible for migrating GP Surgeries IT systems from their current operating system (Windows XP) to a new and updated version (Windows 7).
This would typical involve either replacing a machine with a new base unit and reinstalling custom software at the clients request. Or upgrading an existing machine if it met the system requirements, build the new operating system using SCCM and restore user data and applications.

If issuing a new machine then the old kit would have to be brought back to the office and disposed of accordingly, checking warranty status in case they are eligible for refurbishment, cataloguing the machines for disposal and removing memory and hard drives.

I was often required to remap network drives, redirect some software to databases stored on the server and reconfigure network settings. It is essential to know and understand the way the clinical systems operate as quite a lot have third party applications that also interact with them so it is necessary to be very thorough during system backups.

Amongst my migration implementation experience I have also assisted in helping the technical support team with 3rd line support incidents. I often had an incident list for various GP surgeries in the area and would be required to visit these sites to fix the issues they were having, on occasion it was necessary to investigate the issue further before being able to implement a fix.

November 2013 – August 2014   Man Power UK (Contracting – CSC – SystmOne GP Deployment)
Duties Included:

- Data Checking
- SystmOne Installation and Setup
- Remote Access & Management
- Technical Deployment Test (TDT)
- Initial and Final Data Production (Server Data Extractions)
- Server Backups

Being part of CSC has given me a vast insight into the integral workings of a multimillion-pound project, the NHS SystmOne rollout. The working requirements of this job were long and hard but also rewarding. With the constant requirement for working away on a regular basis, I got to be challenged with new issues each day that you must overcome as you are working to a deadline and dealing with crucial data. If I was delayed, then that could mean serious consequences for a practice's migration.

References

Most Recent Employer : **Amefa UK Ltd**

Address : **Unit 2, 52 Orgreave Drive, Sheffield, S13 9NR**

Manager : **Alex Peskov**

Work Telephone : **0114 2542530**

Email : alex.peskov@amefa.co.uk

Previous Employer : **NHS (Commissioning Support Unit)**

Address : **722 Prince of Wales Road, Sheffield, S9 4EU**

Manager : **Sue Walmsley**

Work Telephone : **0114 2051199**

Email : sue.walmsley@nhs.net