Thomas Da'Silva

Service Desk Analyst

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DOB: 09/12/87

AREAS OF EXPERTISE

Computer builds

PC Hardware replacements/repairs

Microsoft office packages

Diagnosing hardware and software faults

(Onsite and remotely)

SKILLS

PC/Laptop builds

IT Training

EPOS Support

VMware/ V-Sphere web client

Google app Support

Windows XP – 10 Support

Apple Mac Support

Windows migration (Win XP – 10)

Active directory

Exchange to office 365 migration

Android/Apple/ Windows device support

System Center Configuration Manager (SCCM)

Command Shell (CMD)

Information Technology Infrastructure Library (ITIL)

Tablet set up/configuration

Printer set up/configuration

Service desk training

ACADEMIC QUALIFICATIONS

BSc (Hons) - Business Information Systems

Manchester Metropolitan University

2007-2011

B-tec national Diploma - Computing

Loreto College

2004-2007

PROFILE

A proactive, conscientious, independent individual who believes in attaining the best in all that is given. An individual who has learnt to adjust and adapt to various types of conditions by using strong interpersonal and communication skills. Someone who understands the importance of attention to detail which allows them to execute all that they approach accurately. A well-presented, pleasant and articulate helpdesk agent who loves to problem solve and is always looking for a new challenge.

EMPLOYMENT HISTORY

Odeon
Project Rollout Engineer
Aug 2018 – March 2019

Duties

- Rolling out 20 machines on average per day
- Installing/Upgrading software on machines
- Diagnosing card reader and contactless faults
- Liaising with 3rd party engineer
- Project managing
- Managing/coordinating a small team
- Training new engineers
- EPOS support
- Data migration
- Rolling out new operating systems
- Re-imaging machines
- Providing day to day reports
- Desk moves
- Site visits
- Monitoring progress of ticket's raised
- Application troubleshooting
- Managing high priority cases

INTERESTS/HOBBIES

Mobile and cloud technology

Music production

Song writing

Sound engineering

Youth work

Teaching/training

Sports

FURTHER EMPLOYMENT

Oct 2011 – Mar 20112
Co-operative Motor Insurance
Motor Insurance Advisor

Feb 2010 – July 2010
Barclays Bank
Insolvency/fraud administrator

April 2008 – July 2009
Showsec
Casual Steward

Oct 2008 – Feb 2009
Royal Bank of Scotland
Customer support advisor

EMPLOYMENT HISTORY

Royal London
Desktop Support
June 2017 – June 2018

- Using VMWARE/V-Sphere web client to configure and monitor status's of virtual machines
- Remote sessions using RDP, Skype and remote control viewer
- Scanning items for potential threats with Mcafee Advance defence threat)
- Deploying software via SCCM
- Android/Apple device support
- Adding/removing users from groups within AD
- Server file sharing (2008/2012)
- Supporting citrix environments
- Providing support for RSA Secure Logon users
- Checking printer and user status's within Uniflow
- Inspecting incoming and outgoing mail using Clear Swift Secure Gateway
- Supporting/Setting up user accounts via Good app Enterprise and Blackberry apps
- Changing printer waste toners/tones
- Supporting Windows OS and Mac OSX
- Changing permissions on user accounts via Exchange 2007/2016
- Creating skype meeting sessions/setting up equipment and providing pins for conference calls via Lync server
- Restoring deleted files
- Mapping network drives
- Office 2010/ 2013 support
- Password reset/unlocks for various systems

Network Rail
Service Desk Analyst   Dec 2016 – June 2017 (Contract)

Duties:

- Account setup/ email configuration/troubleshooting (Iphones,Ipads and windows mobile devices)
- Bitlocker management system to gain access to encrypted machines
- AD - Setting up accounts/removing accounts, editing groups, password resets/account unlocks, Verifying machines
- Using to Microsoft lync to communicate with users and create remote sessions
- Laptop n desktop support with Windows 7-10
- Releasing quarantined emails
- Using assyst ticket logging system to log and check tickets.
- RSA authentication Manager

- Installing and setting up printers.
- Using Safecom printer management system to assist with printer issues
- Remote sessions RDP,VNC,LYNC
- providing support for office 10 / 365 applications
- Verifying legitimate and releasing emails using cisco c660 email security appliance
- Liaising with 3rd parties to resolve faults
- Identifying trends in faults to reduce call volumes and improve the service
- Supporting Apple/Windows/Android devices
- Installing/updating software locally and via SCCM software centre
- Mapping network drives
- Restoring lost files and unsaved documents

Manchester University
Desktop Support (1st/2nd line)   March 2016 – Oct 2016 (Contract)

Duties:

- Using LANDesk (Ivanti) call logging system
- Support Microsoft office 2010 - 365
- Using URS(Equivalent to active directory)
- Dealing with users face to face and via phone
- Providing training material users and staff
- Training users on software, hardware and OS usage
- Striving to fix issues at first point of contact
- Remote sessions using Log Me In Rescue
- Printer setup, desktop setup, laptop set up
- Supporting operating systems windows XP-Windows 10 and Mac OSX
- Providing support for Android and Apple devices
- Coordinating/liaising other team members/departments

- Installing and uninstalling software
- Following protocol and procedure's set by SLA's and OLA's
- Mapping shared drives/mailbox's
- Troubleshooting Microsoft office packages
- Re-imaging laptops and desktops
- Troubleshooting network issues
- Extracting key information in order to resolve issues
- Que management
- Creating role accounts
- Setting up user remote sessions, VPN connections
- Supporting bespoke applications and intranet
- Hardware fix's/upgrades

AG Barr

Desktop Support (1st/2nd line)   Aug 2015 – Nov 2015 (Contract)

- Providing support for operating systems Windows XP – 10 & Apple Mac
- Dealing with queries via email, telephone and face to face
- Password resets/unlocks for AD, Google accounts and in house systems
- Providing training courses and material for users
- Software installation/upgrades
- Microsoft Intune (Remote sessions and software deployment)
- Desk moves & computer builds
- Supporting Microsoft office applications
- Creating accounts via AD and Google
- Configuring printer accounts and fobs (Uniflow)
- Local/network printer installation
- Assisting with VPN connections
- Providing support for Google docs and Google drive
- Printer faults and maintenance

- Tracking and monitoring incidents to ensure progression
- Setting up equipment/software for conference meetings,
- Call logging (Vivianto)
- Working alongside 3rd party customers
- Updating company policies on user machines
- Incident management
- Carrying out Remote sessions to resolve incidents
- Visiting users onsite and dealing with their incidents
- Assisting with network connections WAN/LAN
- Training sessions for Microsoft office and Google doc applications
- Installing hardware (Printers, PC's, Desk phone's, Printers, Access points)
- Assisting 3rd line engineers
- Tablet/Mobile phone set up and configuration
- Coordinating engineer site visits

Fujitsu (IT Services)

Desktop Support

March 2014 – Aug 2015

Duties:

- Acting as the first point of contact
- Taking responsibility for incidents and seeing them through from start to finish to ensure good service
- Attempting to resolve incident's at first contact
- Logging/chasing incidents via phone and mail
- Reporting to team leader/manager
- Escalating incidents
- Administering, configuring and troubleshooting customer issues
- Incident management
- Providing training for end users and the service desk
- Prioritizing incidents and making sure they are escalated appropriately
- Using remote sessions to diagnose and resolve issues
- Coordinating engineer site visits

- Laptop/Desktop setup
- Mapping network drives
- Diagnosing software faults
- Creating/updating knowledge articles
- Training, supporting and supervising other helpdesk agents
- Identifying trends within incidents to provide immediate fixes
- Liaising with 3rd party customers to ensure SLA's are being met
- Communicating with 3rd parties for updates
- Tracking and monitoring incidents to ensure progression
- Managing incidents sent via email