

Reece Gardner

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Full UK driving license

Personal Statement

I'm a highly motivated and professional worker with a burning passion for anything IT, I'm always looking for opportunities to expand my existing knowledge and learn about new technology stacks. I have excellent attention to details which helps me identify and quickly solve any problem thrown my way. I take pride in my customer service skills which has been further developed from my time working within 1st line support and customer facing roles.

Throughout my IT career I have developed the ability to accurately troubleshoot and determine a whole range of IT faults in an effective and efficient manner, always endeavouring to resolve any issues as quickly as possible. I enjoy working within a busy ever-changing environment. I'm driven to provide results even under extreme pressure.

Professional Experience

Grant Thornton UK LLP: Systems Administrator - October 2017 to Present

- Remote and face to face support
- Windows 7 / 10
- Office 365
- SharePoint
- Yammer
- Teams
- Outlook
- Lync / Skype for business
- Citrix Support
- Active Directory
- Achieved ITIL v3 certification
- Handle and respond to 100+ calls per day.
- Vodafone Corporate Online
- Global Protect VPN Support
- Lotus Notes

Lloyds Banking Group: 1st Line Support - January 2016 to October 2017

- Microsoft Office Stack
- Windows OS
- Active directory Administration
- Remote desktop support
- Fault finding with bespoke banking apps
- Citrix
- Blackberry Enterprise
- Lotus Notes
- Critical System support
- Windows 7 Implementation
- Mobile device rollout
- End user support
- Incident management

Education

Leeds College of Building - 2012 to 2015

- Leeds College of Building City & Guilds
- Plumbing Level 1 Diploma
- Plumbing Level 2 Diploma

Interests and Hobbies

I am an avid Computer games enthusiast. I assist in running a small international Gaming Community; I fill an administrative role in the community and provide help and support with our member's PCs and server issues.

Reference

References are available on request