

# Kamran Toor

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## Professional Profile

A results orientated and competent second/third line specialist with over **18+ years** diverse experience in IT support, infrastructure and telecoms.

A strong team player and confident self-starter with proven experience of delivering to deadlines whilst maintaining an exceptional customer service

## Areas of Expertise

### Technical Skills

Troubleshooting ♦ Desktop/Remote Support ♦ Operating Systems (Windows XP/7/10 – Server 2008/2012 R2/2016 - MacOS) ♦ Office Productivity (Office 97-2016/365) ♦ Avaya Telephony ♦ SCCM 2012 Current Branch ♦ MS Exchange/G Suite ♦ ITSM (ServiceNow, Jira and ManageEngine)

### Soft Skills

Excellent Communication ♦ Exceptional Customer Service ♦ Decision Making and Problem Solving ♦ Strong Analytical Skills ♦ Mentoring and Coaching ♦ Stakeholder Management (C Level) ♦ Project Management ♦ Strong Team Player and Confident Self-Starter ♦ ITIL

### Projects

Windows 10 Migration ♦ Domain Migration ♦ Office 365 Rollout ♦ Server Decommissioning & Virtualization ♦ PCI/ISO 27001 Compliance ♦ Desktop Hardware Upgrade ♦ Disaster Recovery ♦ Major Office Move ♦ Symantec Server & Client Upgrade

## Work Achievements

**Apr 2019 – Jul 2019**  
**(3 Month Contract)**

**Roodlane Medical Ltd (HCA), City of London**  
**Senior Desktop Engineer /System Administrator**

### Key Achievements/Responsibilities:

- Provided crucial first, second and third line support to **300** users across 16 sites on Microsoft Office, Outlook, Egress, Zscaler proxy, Equitrac, Windows 7/10, Server 2008/2012, PowerShell, Thin clients, Mobile devices
- Assisted in handling BAU inbound tickets, escalations, VIP support and project work
- Managed new joiners/leavers requests and took appropriate action in AD, Exchange, Avaya IP Office, Meddbase CRM and other systems
- Planned, tested and implemented the upgrade of Symantec Endpoint Protection Manager and the rollout of Symantec Endpoint Protection client to all desktop's. This resulted in a more uniform and secure estate.
- Created new Windows 10 image and added to WDS to upgrade current Windows 7 desktops
- Shared knowledge through documentation as well as introducing ways of task automation

**2012 – 2018**

**Telecom Plus Plc, Colindale**  
**Infrastructure & Cloud Engineer / Senior Desktop Engineer**

### Key Achievements/Responsibilities:

- Provided expert second and third line support for **1100** users on PC, Mac, printers, laptops and Avaya telephones including installation, diagnosis, troubleshoot, repair, maintenance and upgrade

- Recognised and rewarded for consistently providing the best technical and customer focused support
- Diagnosed and resolved hardware/software problems both desktide and remotely with a **95%** success rate
- Provided support at all stages of Windows 10 migration rollout process - Windows XP + 7 to 10 – Build/Test/Deploy/Floorwalk. This led to a more streamlined and efficient deployment
- Coached and mentored **7** team members on how to approach challenges, troubleshoot and proactively find ways to mitigate the number of raised faults within a spirit of continuous improvement. This led to a higher first time fix rate and pre-emptively reduced the number of overall logged faults
- Collaborated in deploying and maintaining SCCM 2012, including updates, application packaging and reporting. This resulted in increased efficiency, security and productivity
- Responsible for migrating email from Exchange/Outlook to Gmail/G Suite
- Administered Windows Server from 2003/2008/2012 R2/2016 - Active Directory, DNS, DHCP, Group Policy, Exchange 2010
- Rebuilt servers in order to facilitate a domain migration including file servers to a NetApp SAN resulting in an increase in security, reduction in server footprint and decrease in licensing costs
- Built and troubleshooted physical and virtual servers – VMware ESXi 5.5/6.5. The outcome was enhanced business continuity and increased security
- Assisted in the company wide deployment of Wi-Fi infrastructure between and across sites. This resulted in increased potential for collaboration and productivity
- Involved and oversaw the setup of a new test environment in relative close alignment to production systems. This facilitated the testing of enhancements and updates without compromising the integrity of the live environment
- Provided invaluable advice on hardware/software purchasing in order to ensure the company leveraged the best value on its investment. This also resulted in a reduction of faults raised.
- Collaborated in the migration from Websense proxy to Palo Alto layer 7 firewall. This led to enhanced protection from external threats and a more streamlined web access policy

**2006 – 2011**

**CTL Europe Ltd, Wembley  
Technical Specialist**

**Key Achievements/Responsibilities:**

- Diagnosed, troubleshooted network problems and hardware faults related to DSL services on IP Stream/Data Stream, LLU (SMPF/MPF) platforms and VoIP services
- Managed and logged over **40** calls per day in a busy call center as well as supported internal desktops on Dell and HP hardware
- Monitored servers and backups using tools such as Nagios and SiteScope and escalating any incidents to third line. This led to quicker response times and averted potentially major outages
- Produced regular reports for internal management and clients. These were then used for trend analysis and workforce management

**2000 – 2006**

**iDesk Ltd, Wembley  
Service Desk Analyst**

**Key Achievements/Responsibilities:**

- Troubleshooted installation and configuration of DSL services, TCP/IP, LAN/WAN networking, email (POP3, SMTP, IMAP) and webhosting issues
- Responded within agreed time limits to issues, including technical support over phone and email in line with SLA

- Assisted the Criminal Justice Secure E-mail (CJSM) project. CJSM facilitates safe and secure email communication between all parties in the criminal justice system based in an ITIL environment

## **Professional Development and Education**

<b>1998 – 1999</b>	<b>Uxbridge College</b> C&G Microcomputer Systems Installation and Maintenance (Level 3)
<b>1995 – 1998</b>	<b>Weald College, Harrow</b> AS Level: Computer Science RSA: Computer Literacy & Information Technology (Levels 1 & 2)
<b>2016</b>	<b>Palo Alto Networks (London)</b>
<b>2013</b>	CompTIA A+
<b>2011</b>	Microsoft Certified Systems Engineer (MCSE) / Microsoft Certified IT Professional (MCITP) (London)

## **Interests/Hobbies**

Fragrance and Perfumery, Holistic Health, Spirituality and Reading motivational books.