

Curriculum Vitae for Steven Jefferies

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Flexible and fast learning IT enthusiast with excellent communication skills and a wide range of technical skills, and an ability to work within a worldwide-based team.

- Team player and people enthusiast, with a good strong ability to develop professional relationships with co-workers.
- Rapid learning skills lead to a quick development of technical skills over a wide range of areas.
- Full Motorcycle License (Unrestricted)

Education (formal)

CCTV and Security

Seetec (now Qognify) Certified Partner – SeeTec Cayuga (Upto Infinity License) 31/7/15

Morphean Technical Partner obtained 18/7/18

Qualifications working on

Currently studying for MCSA/MCSE equivalency in Windows Server 2016/9, and Office 365 to obtain the role based qualifications of Certified Enterprise Administrator Expert and Modern Desktop Administrator.

Park Lane College –

Abbey Grange High School –

AVCE ICT Systems BC

English BB

Mathematics D

Science CC

Drama B

Business Studies C

Technical Abilities and in house training

Systems: Windows 98 to Windows 10, Linux & Unix (limited knowledge)

Development Tools: MS Office, Macromedia Dreamweaver, MS Visual Studio .NET

Hardware: Custom built workstations and servers, Cisco and HP managed switches (CLI and GUI), networking troubleshooting, knowledge on MPLS circuits and WANs, limited firewall knowledge.

Server OS's: Windows 2000-2019 inclusive and some Linux knowledge

Miscellaneous: Some networking, Management of Windows Servers, basic AutoCAD LT knowledge

Career to present

Network and Server Support Engineer

Data Installation & Supplies

July 2014 – Present

- Run the helpdesk, log tickets, assign to appropriate engineers, and chase where applicable
- Resolve issues where possible with Cisco, Meraki, and HP switches, routers Access Points, and firewalls, Servers (physical and virtual), Server Software and associated applications.
- Dispatch engineers or coordinate with account managers to dispatch cabling engineers
- Maintain good relationships with customers and suppliers
- Maintain in house and customer servers when covered by contract
- Organise upgrades and updates to internal network and servers
- Maintain backup schedules and address issues when they arise
- Assist with some of the day to day business tasks (sales, goods in, admin)
- Create changes to CAD diagrams with new plots of our plans
- Provision and support Axis and Hikvision IPCCTV camera's over multiple estates
- Provision and support Paxton Net2 Access Control Units
- Make changes to Cisco and HP networking equipment including switches, routers, ap's, WLAN controllers, and firewalls
- Assist and consult with bespoke projects

Service Desk Analyst**Plusnet PLC****November 2013 – July 2014**

- Assist customers with internet based problems
- Perform PD
- Demonstrate customer service skills by dealing with billing queries and order updates
- Show empathy with the customer and present fair decisions when dealing with escalations as a step up escalations manager.
- Assist the team reduce repeat rate as a champion of the role
- Keep the management updated of anything which may impact service
- Keep records of all contact with customers, escalations, and my own statistics to improve performance and understanding of what is driving the workflow.

Credit Risk Analyst**Telefonica / O2****December 2010 – June 2013**

- Demonstrating an ability to quickly analyse a credit file, notice of corrections and court orders as a basis for credit worthiness
- Comparing information on multiple databases to ensure accurate information provided
- Assist Capita IT in departmental issues with software/hardware
- Prepare department for data security checks
- Comply with internal policies on acceptance/declines
- Providing an appeals route people or companies can use to appeal a decline decision
- Assisted strategy team with new policies and trends
- Escalate fraud concerns
- Maintain internal communications for the department ensuring recognition and news is distributed and actioned

Personal Details**Technical Skills I Acquired Personally**

I am currently studying for MCSA/MCSEs in Office 365 and Windows Server

- Developed a small home network, involving mixed windows platform workstations and a Windows 2008 server
- Developed a basic contact management system to order
- Provided IT support to friends and family on multiple platforms
- Excellent team working abilities as well as working independently. Also experience in leading a team on days with no management present.
- Prioritisation skills of issues and assigning the most appropriate colleague to the task

Personal Interests/Skills/Hobbies

Outside IT my main interests include motorcycles, computer games, music and poker. I regularly enjoy spending my free time with my peers and visiting different areas of the UK.