**Adam Jones**

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**Personal Profile**

I’m a hardworking individual who loves a challenge and enjoys being able to learn and share knowledge to others. I care to take ownership and help lead towards great customer service and always try and achieve goals to get job satisfaction.

**Steris Plc Derby Wyvern business park - June 2015 – Present**

**I.T Support Analyst**

* Active Directory/Creating and managing user accounts/ PC accounts and security groups
* Exchange 2007/2010/Creating and managing mailboxes
* Office 365 Admin/ Managing permissions
* Office 2003/2007/2010/2016 full support
* Google mail/Admin creating and managing mailboxes
* Lotus notes
* OS support Windows XP/Windows 7/8/10 /Apple Mac
* Helpdesk and Remote Support
* Managing and creating tickets
* Experience Resolving a Range of Hardware Issues
* Excellent Written and Verbal Communications Skills and Telephone Manner
* Desktop and laptop configuration/ Hardware and Software Purchasing
* Contacting vendors and suppliers/building relationships
* Working on Projects/Site visits for hardware upgrades
* Mobile devices configuration and support/ mobile device management
* Server 2003/2008/2012 – Creating shares/Print queues/Managing Data
* EPolicy Orchestrator 5.3 / Mcafee
* Supporting and configuring VPN Solutions for Vasco / Direct Access / Checkpoint
* Good understanding of IP Routing / DNS /MPLS
* Working with MDT creating images for Windows OS for Dell Latitude Devices and ELO all in one’s
* Automating administration PowerShell course completed –
* Creating Windows Embedded images for HP Terminals for use with bespoke software
* Travelled to various sites worldwide to help with migration work and Windows Upgrades

**RBS Kegworth - Oct 2014 – June 2015**

**1st line support**

* Achieving a first-time fix rate of 85% and above
* Microsoft Outlook 2003/2007/2010
* Citrix/VCS
* Direct Access/RSA
* Active Directory/Account resets
* Mobile devices/tablet support
* Hardware support/ Desktops, laptops, monitors card reader, monitors etc.
* Bespoke applications
* Network shares/mapping drives
* Restoring folders from back up
* Online chat

**Boots Head office Nottingham – Sep 2013 – Oct 2014**

**1st line Support**

* Logging tickets and escalating to 2nd and 3rd line teams
* Achieving a first-time fix rate of 80% and above
* Microsoft office 2003/2010
* Controller/Mainframe/Back office Staff for cashing up
* Epos hardware support/ Printers/ Card Readers/ IBM Touchscreens/Base units
* Arranging Engineers for Break fix
* Handheld Scanners
* Barcodes
* Bespoke Applications
* OS Windows XP/7

**Retail Service Team – May 2011 – Aug 2013**

**Epos I.T Engineer**

* Travelling to Sites across the UK and Ireland
* Installing hardware such as Desktops, Chip and Pin Card Readers, Printers, ELO Touchscreens, Switches, Access points, Firewalls and Servers.
* Working in stores for Cooperative food / Pharmacy / JJB / WHSmith’s & Iceland
* Training staff on back office Bespoke software.
* Managing and planning own routes and time schedules

**Contractor for B.T & Barran McCann - May 2007 – Jan 2011**

**Manchester & Derby**

* Laying Cat5 cabling to comms cabinets in Data Centres
* Travelling around UK and Ireland
* Installing Epos Equipment / Tills / Servers / Switches
* Managing and planning routes
* Training Store assistants and managers on new hardware and bespoke applications
* Cat5 cabling to ensure connectivity to epos equipment
* Configuring servers/imaging IBM base units
* Testing and repairing EPOS equipment/Breakfix
* Working in teams to ensure new installations get completed e.g. speaking to Electricians and Project managers onsite

**Barratts Shoes Nov 2005 – Feb 2007 - Retail Sales Assistant**

* Customer Service, cash handling Training Staff
* Stock management, shop floor duties, Achieving Sales Targets

**Education & Qualifications**

**Lostock High School Manchester - 1998 -2003**

* English Grade: C
* Math’s Grade: C
* Science Grade: D
* Information Technology Grade: B
* Art Grade: C
* Design & Technology Grade: B

**Hobbies & interests**

* Socialising
* Food/cooking
* Real Ales
* Football/Manchester United
* Holidays abroad

**Future Goals**

I am looking for the next chapter in my career that takes me more towards 2nd/ 3rd line in either application support are infrastructure and I can get the relevant training required.

References are available on request.