*System Administrator with 2 years of experience of using and deploying Microsoft technologies*

PROFESSIONAL EXPERIENCE

AUG ’18 – PRESENT

SYSTEMS ADMINISTRATOR **AT FIRST FENCE LTD**

* I have led a migration project to deploy a domain to replace Office 365, we have 60 users, all of whom were migrated over to our new domain, we now use the domain to sign in and access resources while O365 is used for online services.
* I implemented Spiceworks - a ticketing system - to drive up standards of support, we are now looking at using Jira service desk.
* I have upgraded key systems and applications and liaised with our third-party provider to upgrade our phone server.
* I regained control over network infrastructure and made sure that all devices are patched, including Ubiquiti devices, netgear switches and network printers.
* Currently coordinating with our head of systems to deploy vSphere and a host of new improvements.

MAY ’18 – JUL ‘18

JUNIOR SOFTWARE DEVELOPER **AT PARADIGM 20/20 LTD**

* Developed new features for AutoCAD plugin, features included overhaul of installer and added auto updater.
* Managed IT infrastructure and supported network.
* Collaborated with management and added features requested, also debugged and optimised existing source code.

MAY ’15 – JUN ’18

**MANAGING DIRECTOR AT PROTOTYPE GAMES LTD**

JUL ‘17 – NOV ‘17

**JUNIOR DESKTOP SUPPORT ANALYST AT ACORA LTD**

* Contracted as a Service Desktop Engineer from JUL ‘17 - SEPT ’17, employed as a Junior Desktop Support Analyst permanently from OCT ’17 – NOV ’17.
* Worked onsite at a FTSE 100 company, acted as the main contact for the 1st line.
* Trained ITIL and ServiceNow to contractors at the company, while also teaching them how to categorise calls as either a request, incident, or the other types.
* Acted as an escalation point for any incidents or requests, that my colleagues on the 1st line support desk could not resolve.

APR ’17 – JULY ‘17

**IT SUPPORT APPRENTICE AT PINFIELDS IT LTD**

* Implemented Office 365 and monitored company infrastructure. Performed administration tasks on AD, altered group policy and added/removed server roles on company request.
* Delivered support to end users through email and phone calls. Visited companies to provide onsite support to users.
* Installed and configured and troubleshooted desktop, laptops, printers, and software issues for clients using Windows and macOS. Provisioned computers and devices for customers.

TECHNICAL SKILLS

* Proficient in the diagnostics and configuration of clients in Windows XP, 7, 8 and 10
* Experienced in the maintenance and setup of servers using Windows Server 2008, 2012 and 2016
* Has experience in using linux
* Exchange & Office 365
* ITIL trained
* Proficient at implementing virtualisation technologies such as Vmware and Hyper V

PROFESSIONAL SKILLS

* Adaptability
* Time Management
* Communication
* Teamwork

CERTIFICATIONS

MTA: Networking Fundamentals

MTA: Windows Server Administration Fundamentals

BTEC Level 2 Certificate in Work Skills for Effective Learning and Employment

EDUCATION

OCT ’17 – PRESENT

**BSC IN COMPUTING AND IT AT OPEN UNIVERSITY**

MAR ’17 – AUG ’17

**IT APPRENTICESHIP AT LMPQ ACADEMY**