**Glenn McKenzie**

Address: 108 Western Road Mobile: 07940 585947

Mickleover

Derby

DE3 9GR E-mail: [glennmckenzie@hotmail.com](mailto:glennmckenzie@hotmail.com)

**Personal Profile**

Years of relevant experience working with IT in a wide variety of technical purposes. A determined and hardworking individual. He is able to work well as part of a team or on his own initiative. An excellent communicator at all levels. He is quick to learn and adapt to new technologies, scenarios, and practices.

**Skills**

* + Proficient in Computer support and easily adapts to new technologies.
  + Able to work on his own initiative or as part of a team.
  + Calm and methodical with a strong eye for detail.
  + Practical and consistent in order to get the job done with the customer constantly in mind.
  + Honest, dependable and hardworking individual.

**Relevant Employment/Training History**

**1 year 8 Months**

* + First line support for Node4 on the Node4 support desk .
  + Analysing data via monitoring tools with PRTG, SolarWinds and Observium, diagnosing faults and administration of user accounts using Active Directory and asseting and building of laptop via images for customers and internal staff.
  + Writing IT guides and writing and forwarding incident reports for customers.
  + Supporting many different types of customers with Cloud issues using dashboard and portal software and creating documented tickets for all calls
  + Communicating out of hours issues to the assigned Out Of Hours contact for our own service desk and for a 3rd party service desk (CSI)
  + Creating DSL and FTTC Provisions for external customers and creating tickets to all 3rd party providers Vodafone/BT/TTB/OpenReach/Virgin

**9 months: Nottingham City Council, Nottingham NG2 3NG – IT Service Helpdesk Technician**

* + Supporting 7000 council employees in a 1st line support role on the helpdesk, IT reception, performing service requests, incident checking, email support, hardware and software diagnosis in line with the IT protocols of Nottingham City Council.
  + The types of software supported, off the shelf software (including office 2010, 2016, Adobe products and bespoke in house software including Carefirst, Northgate Housing and Northgate Revs and Bens, Castle (now Smart Office), Condecco, Liquid-Logic amongst others).
  + Installs and fault finding escalating to 2nd line support and other relevant departments if needed.
  + High volume calls when on helpline and first time fix rate was to a high standard and call owning to resolution was a must with follow ups added even if escalated to another department.
  + Remote programs used RDP for windows, Citrix via Director and Team Viewer.
  + Creating of user accounts and setting up email following the correct naming convention and security checking was high due to the sensitivity of some of the material on the council’s systems.
  + Minor fault finding on servers (e.g. if down/pinging of server/checking inactive connections and logging failures).
  + Exchange admin and print server access and follow me printing setup for employee cards.

**1 yr 6 mth: CSY Retail Systems** -Daleside Road, Nottingham- **EPOS Software/Hardware 1st Line Support**

* + EPOS Software Support for bespoke Vector Manager and Selling Program
  + Supporting business users with program issues regarding the running and usage of Vector Manager and Vector Selling program including hardware and software support for all customer machines and tills.

**2 years: The Lapworth Consultancy** - **BBC New Media, London** - **Desktop Support Engineer**

* + Using Microsoft Exchange 5.5 and Windows 2000 tools to administer user’s accounts, OU’s and domains.
  + Backing up of servers using Backup Exec and dealing with general day-to-day server problems.
  + Fixing of any problem PC’s in a second line support role within BBC New Media, reimaging and building of PC’s with Ghost image of the selected operating system and software and hardware as per user’s order.
  + Dealing with RAS calls and liaising with the remote services team to correct any connection problems.
  + Software support on many office, graphic, design and html software within the department.

**4 Years: Dixons Stores Group - Nottm & London - PC Desktop Support Engineer, Call Centre**

* + Fixing of customer’s desktop PC’s, diagnosing PC problems in a customer facing basis, diagnosing and correcting problems in DOS, Windows 95/98, ME, XP and windows 2000, completing all job bookings until jobs were completed for the day, troubleshooting software problems and hardware problems on site and dealing with business machines as well as home users.

**Westminster University - North Harrow Campus**

* + **Networking and Communications** – PASS
  + **ASP** (Web Development) - PASS

**Microsoft MCSE Program**

* + **Win 2000 MCSE** - Passed 3 MCP exams in Windows 2000 Professional & Server (070 - 210) (070 - 215) and a MCP in Windows 98 (070 – 098)

**International Correspondence Schools**

* + **PC Repair Course** (Equivalent to A+ computer hardware exam)

**Complete Employment History**

**Most Recent Employment:**

**2017 – 2019 Node4 –** Millennium Way, Pride Park, Derby DE24 8HZ – **IT Service Desk Analyst**

First line support for Node4 on the Node4 support help desk dealing with many customers daily.

**Previous years’ work history job specifications available on request.**

**2016 - 2017 Nottingham City Council** -Loxley House, Nottingham NG2 3NG - **IT Services Desk Support**

**2014 - 2016 CSY Retail Systems** -Daleside Road, Nottingham - **EPOS IT Service Support**

**2014 - 2014 PCS Logistics Ltd** - Chilwell, Nottingham - **Amazon Delivery Driver**

**2004 - 2014:** **ITK and Koru Anaokulu** - Turkey - **English Teacher**

**2007 - 2014: Eolas International** (Ireland) – (P/T Shopper 2 days/month) For Pepsi in Turkey

**2002 - 2004: The Lapworth Consultancy - BBC**, New Media, London – Desktop Support Engineer

**1998 - 2002: Dixons** - Nott'm & London – PC Desktop Support/Call Centre/PC Engineer (Full Time)

**1997 - 1998:** **Nicholas Andrews Associates & Hays Recruitment** (Temp)

**1997 - 1997:** **Butlins Somerwest World** (Seasonal)

**1995 - 1997:** **Channel 5 Broadcasting**, **Blue Arrow Personnel** (Temp)

**1989 - 1994:** **Colour Copy Centre** (Full Time)

**1987 - 1989: Landmere Litho** (YTS)

**Education History**

**2019 – 2019 Neil Codd HGV/LGV Training**

* + PASS Training in an automatic Scania Opticruise equipped vehicle for 5 days with Neil Codd Training in and around the roads and lanes of Nottingham followed by CPC and HGV/LGV driving test both of which passed successfully

**2005 - 2005:** **Izmir Economy University (Izmir, Turkey)**

* + CELTA Certification (Teaching English as a Foreign Language) - PASS

**2003 - 2003:** **Westminster University (North Harrow Campus)**

* + Networking and Communications – PASS
  + ASP (Web Development) - PASS

**1999 - 2001:** **Microsoft MCSE Program**

* + Win 2000 MCSE - Passed 3 MCP exams in Windows 2000 Professional (070 - 210) & Server (070 - 215) and one MCP exam in Windows 98 (070 – 098)

**1998 - 1999:** **International Correspondence Schools**

* + PC Repair Course (Equivalent to A+ computer hardware exam)

**1993 - 1994:** **South Nottinghamshire College of F.E.**

* + Photography 'A' Level – Grade B

**1987 - 1989:** **South Nottinghamshire College of F.E**.

* + EMFEC Graphics Assistant Course - PASS

**1982 - 1987:** **Park Comprehensive School**

* + 5 CSE’s – grades 1-3

**Additional Information:**

**Interests**: My interests are; driving, technology, photography and films.

**(References Available on Request)**