**Christopher Stevenson**

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# Profile

I currently work for a global company with offices based in Nottingham. In this role I work with a very wide variety of end users, all with a wide range of IT skills, no two days are ever the same. Over the past 7 years I have built on my strong communication skills during my time in IT and take great pride in my profession and supporting the end user.

I enjoy the ever-changing nature of IT, everything from the technology to supporting the end users with any issue the new tech or upgrades may bring. I consider myself to be extremely customer focused and I’m very proud of what I do and how I have developed my skill set over the years. I am currently studying for the ITIL Foundation exam with a view to move onto a MCSA once I have completed this.

# EXPERIENCE

**March 2019 – Present: Catalent Nottingham, IT Technician**

**Main duties and responsibilities**

* Maintaining user accounts through AD DS via Corp Service Desk.
* Supporting local site users via Service Desk, Phone, e mail, Skype and face to face.
* Build and deploy user equipment.
* Manage network access via WAP and physical connections.
* Replenishment of consumables, peripherals and Hardware/Software.
* Asset management of equipment.
* All aspects of user support for both hardware and software.
* Management of the backup solution.
* Trouble shoot issues identified by post domain migration and liaise with appropriate Corp colleagues.
* Escalate issues to onsite Infrastructure engineer as required.
* Adhere to company policies and standard operating procedures.

**August 2018 – February 2019: Cullum Detuners Ltd, IT Support Engineer**

**Main duties and responsibilities**

* Creating and maintaining user accounts through AD DS and Windows security groups.
* Managing, Administering ERP systems (Microsoft NAV Dynamics & Syteline)
* Supporting international and local users via Service Desk, Phone, e mail, Skype and face to face.
* Software and Hardware support at 1st, 2nd and 3rd line.
* VOIP setup and configuration.
* O365 administration including product licensing and ATP.
* Procurement and stock control of all IT equipment.
* Licence audit compliance for suppliers of infrastructure software.
* MDM administration for all company mobile devices.
* Installation\Deployment of all end-user software and licensing compliance.
* Maintaining all IT support contracts for company applications.
* Maintaining the network infrastructure and site wide connectivity (WatchGuard firewalls, Cisco switches, WAP and VPN access).
* Managing DHCP Scope, reservations and Static IP’s.
* Management of a Windows deployment server.
* Planning server downtime to carry out maintenance for both physical and VM’s.
* Managing automated visitor system for site HSE requirements.
* Maintaining and reconciling all end points and servers ensuring they are up to date with Windows updates and end point security applications.

**July 2011 – August 2018: SPS Aerostructures, IT Administrator/Technician**

**Main duties and responsibilities**

* Creating and maintaining user accounts through AD DS and Windows security groups for over 400 users.
* Mail box creation and maintenance using Microsoft Exchange 2010.
* Supporting users via Web Help Desk, Phone, e mail and face to face.
* Server maintenance and fixes covering Microsoft server 2003,2008,2012.
* Supporting Win XP, Vista, Win 7, Win 8 and Win 10 operating systems, including deployment.
* Supporting users in the use of software including Office 2003, 2007, 2010, 2013, 2016 and Office 365.
* Creation of SharePoint workflows.
* Deploying software updates and installs using both GPO and SCCM.
* Managing\Maintaining HP\Cisco switches and connectivity.
* Managing DHCP.
* Creation and management of a Windows deployment server.
* Ensuring all servers and clients are running up to date security software including SEP, SCEP and many other security applications.
* Building, tagging, recording and issuing all company equipment.
* Issuing company mobiles and configuring company email on these devices.
* Carrying out hardware and software fixes across our 3 sites.
* Carrying out backups of all business-critical data (using Backup Exec + Backup Exec agent, RoboCopy and soon to be a cloud-based solution).
* Planning server downtime to carry out maintenance for both physical and virtual servers.
* Maintaining all wired and wireless connectivity over all sites.
* Liaising with suppliers for quotes and any maintenance contracts that may be in place for leased equipment or annual maintenance.
* Creating reports/KPI’s from our ERP system (Avante).
* Implementation of software upgrades including project planning and change control measures.
* Ensuring all company policy’s and SOX controls are adhered to at all times.

**Key achievements**

* Standardisation and implementation of a fully managed print solution.
* Implementation of a Windows Deployment server for our sites.
* Domain migration.
* Replacement of all client PC’s within our company due to aged equipment.

**Other employment**

October 2010 - July 2011: SPS Aerostructures - Administrator

December 2009 - October 2010: Trueclean, Mobile Cleaning Supervisor

August 2008 - December 2009: Boots the Chemist, Logistics coordinator/ Stock office assistant

August 2007 - August 2008: Somerfield Stores Ltd, Trading Manager

September 2002 - July 2007: Broxtowe Borough Council - Cleansing Operative

April 2002 - September 2002 Broxtowe Borough Council - Park Attendant

October 2001 - April 2002: Kwik Save Stores Ltd - Store assistant

July 2001 - October 2001: Nottingham city council - School cleaner

August 2000 - June 2001 Kwik Save Stores Ltd – DD Supervisor and shift Duty Manager

June 2000 - August 2000: CO-OP stores Ltd, 3rd Line Manager / EPOS supervisor

March 1998 - June 2000: Kwik Save Stores Ltd, Store Assistant

# Currently studying

ITIL version 4 Foundation.

# RELEVANT QUALIFICaTIONS

2011 Microsoft Excel Advance Course (Pass): SPS Aerostructures

2006 Computer maintenance course (successfully completed 4 assignments, grades 3 A’s, 1 B)

1998 City and Guilds in Electronic Servicing (Pass), Electronic Systems (Pass), Assignments (Pass): Peoples College Nottingham

1996 9GCSEs including maths and English; Redhill Comprehensive School

Additional information: I also have a full clean UK driving licence and my own transport.