# David Richardson

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# Personal Information

* Marital Status: Single
* Nationality: British
* Date of Birth: 20-12-1986
* Full Car and Motorbike License and own car.

# Personal Qualities

* Very good organisational skills
* Able to work with staff from all levels of the business
* Excellent troubleshooting skills, working through problems to get to a resolution.
* Fast learner with a keen interest in new technologies.
* A genuine desire to learn and to better myself
* Able to work under pressure and to a deadline
* Able to work well on my own or as part of a team
* Not scared of long hours or hard work

# Professional Qualifications

* Comptia A+
* Microsoft Windows 7 Configuring (70-680)
* Microsoft Administering Office 365 for Small Businesses (74-324)
* Cisco Certified Entry Network Technician CCENT (100-105)
* Cisco Certified Network Associate CCNA (200-105)

Currently studying for CCNP in Routing and Switching.

# Education

Farnborough College of Technology – Intermediate GNVQ ICT

Calthorpe Park School, Fleet – GCSE level education

# Career History

Company: Maclean Data Comms (Onsite at My Home Move) Permanent Position

Position: IT Systems Engineer

March 2014 – Present

Key Responsibilities include:

* Installing and supporting Microsoft Windows 7, 10 client and server OS’s from 2008 R2 – 2016
* Supporting Microsoft Remote Desktop services for approx. 1000 users both Home-based and across 5 offices.
* Supporting Microsoft Active directory services across multiple sites to include Group policy, DHCP, DNS, DFS and Quota management
* Exchange 2010 & Office 365 administration
* VMware Vsphere (5.5 and 6) infrastructure (Creating VM’s and templates, Investigation performance issues and monitoring and creating alerts)
* Netapp SAN infrastructure, Installing and configuring SnapManager for SQL, Creating Volumes and Datastores.
* Microsoft SQL server support from 2008 – 2016
* Configuring and maintaining Mitel 3300 Phone system (Including creating workflows, paths and ACD groups.
* Mitel Contact Center client / Ignite client support
* Mitel MiCollab Messaging Client
* Redbox Call Recorder

Company: HP (EON)

Position: Windows 7 Rollout Engineer. Contract position

October 2013 – March 2014

Key Responsibilities include:

* Managing Customer Expectations
* Delivering replacement computers to end users
* Training users on Windows 7 and Office 2010

Company: Somerbys IT

Position: IT Consultant. Permanent position

29th November 2010 – October 2013

Key Responsibilities include:

* Managing call queues and resolving customer issues within SLA
* Monitoring and maintaining client systems including backup, disk space, Exchange Store sizes and resolving server and internet issues
* Managing customer backups using both CA Arcserve backup / D2D and Veritas Backup Exec.
* Logging calls coming in via Voice mail, Phone and email and either resolving issues or passing to external suppliers / 3rd line for resolution within SLA
* Monitoring and maintaining client antivirus systems (Sophos / AVG / Mcafee)
* Supporting clients standard applications (Office / Sage) and third party applications
* Administration of SBS 2003/2008/2011 servers
* Administration of Exchange 2003/2007/2010 servers
* Going out to customer site to assist with System installs, Repairs and Upgrades.

Company: A&O Systems and Services

Position: IT Support Technician. Permanent position

23rd July 2007 – November 2010

* 1st / 2nd line helpdesk including training and supporting new recruits.
* Administration of Active Directory (NT/2000/2003)
* Managing and maintaining Microsoft Exchange 2003/2010 servers (creating mailboxes, creating and managing distribution lists.)
* Administration of Citrix Presentation Server
* Working in an ITIL environment
* Working to Iso 27001 standards

Company: Surrey Health Informatics Service – NHS.

Position held: IT Auditor, short term contract.

12th February 2007 – 23rd March 2007

Responsibilities included:

* Visiting various hospitals and surgery’s’ and auditing Machines for planned software role out.

Company: IT Freedom

Position held: Junior Systems Administrator. Permanent position.

June 2004 – February 2007

* At IT Freedom I was responsible for all the servers, desktop and network infrastructure from monitoring and backups to project work on Microsoft Exchange 2003 install and testing. Firewall admin and management of Site-to-Site VPN’s with client networks.