**GARETH EDWARDS**

**~~~ 15+ Years’ Experience of Technical Contracts ~~~**

**EMAIL**: [GarethJEdwards81@Gmail.com](mailto:GarethJEdwards81@Gmail.com) - **MOBILE**: (+44) 07568180169

**LINKDIN:** [uk.linkedin.com/in/technicalprofessional](https://uk.linkedin.com/in/technicalprofessional)

**LOCALITY**: Nottinghamshire

**EXPERIENCE & RESPONSIBILITIES**

* **Project Coordinator - Various Projects**
* **Incident Management Coordinator**
* **User Acceptance Tester**
* **Technical Advisor (1st/2nd Business & Domestic)**
* **Network Support Technician (1st/2nd)**
* **Network Administrator**
* **Telecoms Engineer**
* **Transport Coordinator**
* **DOCSIS Data Cabling Engineer**
* **Satellite Systems & Aerial Rigging Technician**
* **Administrator/Data Entry**

**SKILLS & ACHIEVEMENTS**

**ITIL Administration:**

* 1st & 2nd Level IT Support (Business & Domestic Customers)

**Ethernet/Wi-Fi Network (IEEE 802.11):**

* Design, Configuration, Implementation, Administration & Maintenance (SMB)
* Image/snapshot creation and implementation
* Structured Cabling CAT 5/5e/6
* Patch Panel Termination & Testing (ISO/IEC 11801-5)
* OSI seven-layer model network testing. Apps & Data Link (IEEE 802.11)

**Telecommunication PBX (TIA/EIA-568):**

* Design, Build & Configuration

**Workstation & Server (Various):**

* Build & Configuration

**Device & Peripheral (Various):**

* Configuration & Installation, Printers, PDA’s & Smartphone’s (SOTI-MobiControl, Android, iOS & Windows)

**Software Administration Configuration & Building:**

* OS - Windows 10, 8, 7, XP etc. Linux
* Microsoft Office 365, SharePoint

Network Apps (Citrix, PRTG, Solarwinds, VMware, VSphere, Observium, Science Logic

* Firewall, Anti-Virus, Anti-Malware/Spyware)
* Active Directory, Group Policy, Remote support (RDP, VNC & Team Viewer) Power Shell, Software Patching
* Network Image Creation Implementation
* Business Server Design & Builds
* UAT software testing (Digital Photo Kiosks. Software Patches/Updates)
* Business Server Design & Builds

**Ticketing/Database:**

**Service Now, Kayako**

* Excel/Access (VLOOKUP, Etc.)
* SQL Information Retrieval (Query Creation)
* Java Runtime/Log File Analysis
* XML Editing

**Projects**:

* 3G Cell Network Expansion (T-Mobile)
* O2 Cell Backup Battery Refresh (Ericsson)
* Digital Photo Kiosk Deployment (Boots)
* Windows 7 Desktop Refresh (Boots)
* Store Wireless Network Deployment (Boots)
* Implemented with Prince 2 & Agile

**External Data Transmission**

* Satellite Alignment (Astra & Eurobird)
* Aerial Rigging (Weak Link Analysis)
* Data Cabling (DOCSIS)

**Work Certificates/Other Skills Achieved**

* UK Driving License
* CRB - Checked & Cleared
* CSCS - Level 1
* NRSWA - (Safe Traffic Management)
* Work at Heights - NVQ Level 1
* Asbestos Awareness
* Stock Management
* Engineer Management
* Procurement of Equipment & Services

**WORK HISTORY**

**June 2016 – Present**

**Technical Support Engineer (Shift Work) – Node4 – Derby**

* Responsibilities include four Data Centres circa 1000 customers.
* Coordinating a small team on the evening shift, based on experience and training.
* Coordination of High priority incidents OOH.
* Operating two separate ticket systems OOH (One internal and one external customer)
* The eyes, ears and hands of the business OOH. Attending to remote hand requests for customers.
* Understanding of each individual bespoke customers Cloud, Connectivity, Collocation and Collaboration requirements.
* **Event/Alert Monitoring and Management.** 
  + Monitoring customers Networks, VMs and assets using various tools
* **Provide Internal Reports to Management**
  + Daily checks - perform, report on and action as appropriate
  + Daily checks of Hosts and DR backup reporting for customer network estates.
  + Reporting common BAU issues.
  + OOH issues that required escalation to OOH engineers
* **Identifying First Time Fix Solutions.**
  + Identifying common reoccurring issues using root cause analysis in order to brief team with First Time Fix solutions for customers.
* **Contribution Technical Knowledgebase & Procedure Articles to Company Sharepoint.**
  + Creation and contribution of knowledge in the form of information based technical notes and useful articles.
* **Provisioning, Monitoring & Maintenance of Leased Ethernet Circuits & DSL Customer Connectivity.**
  + Successful provisioning of DSL lines and RADIUS Accounts
  + Activation/deactivate accounts. Checking for connection authentication and issues.
  + Use of BT Wholesale/ Open reach, Talk Talk, Virgin Business, KCOM portals for fault diagnostics, monitoring, line testing and fault reporting and repair Ethernet Circuits and DSL lines.
* **Provide Customers Accurate Reports At Their Request.**
  + Bandwidth Usage, Number tickets Submitted/Closed/Open etc.
* **Incident and Request Management -** Providing technical support for customers and internal users.
  + This entails capturing, prioritizing and responding to multiple customer service calls to meet SLA’s based on the severity of incidents managed via ServiceNow.
* **Taking Ownership Of Customer Cases** - Ensure prompt and accurate feedback.
  + The feedback would include details of diagnoses, investigation and identification of solutions to resolve Customer issues resulting in closure of cases.
* **Assisting with escalations to other departments.**
  + Following procedures for proper escalation of unresolved issues to the appropriate departments.
  + Liaise between relevant departments (Cloud, Networks, Collaboration, DC Ops), the customer and third parties where required.
* Assisting the Compliance and Audit team to better understand processes and tools the Service desk use in order to improve daily operations

**January 2016 – May 2016**

**Support Engineer - ThyssenKrupp – Nottingham**

* Carry out 2nd level support for escalated issues for the Service desk and escalate to Delivery Manager and server/networking teams where required.
* Working closely with the Delivery Manager to fulfil internal customer requests in a timely manner providing equipment and solutions to software issues.
* Configuring hardware for new employees such as Workstations, Laptops, Thin Clients, Routers, switches Mobile phones and printers.
* Testing updates on various software such as adobe cloud products and various software updates Java Chrome and their compatibility.
* Auditing of IT equipment within satellite branches.
* Maintaining asset inventories such as SharePoint, Access and SOTI-MobiControl.
* Coordinating internal and third-party resources for day-to-day tasks and ongoing projects.
* Balance priorities between maintaining ongoing operational services and implementing new Projects customer proposals and requirements.
* Coordinating with other regional field support engineers.
* Assist in office moves and reconfigurations.
* Reporting data back weekly via conference calls.
* Travelling to different sites in the UK and Ireland for planned and unplanned visits to branch locations.

**September 2013 – December 2015**

**Walgreens Boots Alliance – Nottingham**

**Incident Management Coordinator - Digital Photo Kiosk Solution - Project Eagle**

* The introduction of a companywide Digital Photo Kiosk Solution.
* A total of **1022** Stores with **2971** Kiosks. Divided between 337 Lab stores (1734 Kiosk) & 685 Non-Lab (1237 Kiosks).
* Liaising with stakeholders & resolver groups.
* Management of Kiosk deployment incidents according to SLA’s.
* Opening, investigating and closing incidents.
* Capture knowledge within incidents and adding to knowledge base. Releasing FAQs to stores.
* Ensuring repeat incidents do not occur with future deployments.
* End-user support for 3rd line queries post deployment.
* Coordinating daily meetings with software developers to discuss long term incidents.
* Coordination of software patches to resolve long term defects.
* Raising and pursuing change management requests for software patching.

**User Acceptance Tester - Digital Photo Kiosk Solution - Project Eagle**

* End to end software testing of IOS, Android application and web services.
* Quality assurance of customer kiosk journeys and look and feel of software.
* Reporting software defects and recommended product changes to relevant software developers.

**Project Coordinator – Non-Flagship Store Wireless & Tablet Implementation - Project Atlas**

* Activation of **954** Non-flagship stores with wireless access points according to SLA.
* Scheduling of engineers.
* H & S, Asbestos checks.
* Daily reporting of deployment incidents.
* Quality assurance and closure of project with each store.

**Project Coordinator - Windows 7 Support Office Desktop Refresh - Project SODR**

* Circa **2000** Workstations plus **540** Call Centre Hot Desk Users to migrate to Windows 7 and Office 365 at the main support office for Boots.
* Identification of current user’s software library (versions) and their feasible compatibility on the proposed windows 7 operating system.
* Identifying and escalate potential project risks to stakeholders.
* Gathering and reporting of information related to individuals and team software requirements.
* Scheduling deployment of user’s operating system and hardware upgrades.
* Migration of Microsoft Outlook accounts to Office 365.
* Provide aftercare technical support and guidance to end users post deployment.

**August 2012 - August 2013**

**Project Coordinator – Ericsson - Coventry**

* Coordination of the biyearly battery backup refresh for O2 cell towers (Circa **2000** sites).
* Daily organization and support of field operations. Booking site permits with site owners Arqiva, WIG etc.
* Investigation and reporting of problem sites that have been highlighted for refresh.
* Advising management on potential solutions for problem sites in order to resolve and prevent the business from encountering future occurrences.
* Raising instructions to workforce management system.
* Responding to ticket queue overload in order to assist staff adhering to customer SLA.

**March 2012 – August 2012**

**Data Cabling Engineer - Virgin Media - Birmingham**

* Installation & maintenance of DOCSIS devices for customers.
* Testing of installed equipment with certified DOCSIS Equipment.
* CATV cable install and maintenance.
* Customer demonstration and simplified understanding of equipment.
* Stock planning and ordering.
* Appointment scheduling and planning with efficient routing.
* Aftercare troubleshooting service.

**February 2010 – March 2012**

**Satellite Systems Technician/Aerial Rigger – AVC Group – Birmingham**

* Installation of Satellite/Aerial hardware to provide service transmission for customers.
* Testing of installed equipment with certified Horizon/Rover diagnostic equipment.
* Customer demonstration and simplified understanding of equipment.
* Stock planning and ordering.
* Appointment scheduling and planning with efficient routing.
* Aftercare troubleshooting service.

**July 2008 – December 2009**

**Project Coordinator - T-Mobile - Birmingham**

* Coordination of the T-Mobile/MBNL 3G mobile network expansion deployment.
* Coordination of the BT leased data line expansion deployment.
* Weekly scheduling of engineers and organisation of work permits, potential H & S incidents.
* Reporting incidents while actively seeking solutions.
* Liaise with contract engineers to ensure schedule has been clarified and resolve any last minute on-site obstacles.
* Ensure that the necessary milestones for the project have been created and completed.
* Creating procurement orders for microwave radio equipment related to project (SAP).
* Creating procurement orders for lease line with BT (ADCBUILD).
* Monitoring of microwave link deployment success by ensuring certificate of completion has been issued by contractors.
* Updating database with certificates.
* Process documentation for contingency.

**January 2007 – July 2008**

**Telecoms Engineer - Future Voice & Data - Birmingham**

* 1st, 2nd and 3rd line support for LAN/WAN and telecoms equipment.
* Installation and configuration of ISDN, Nortel BCM and Siemens HiPath PBX.
* Structured cabling installations of Cat5e/6.
* Repairing faults and testing telecom PBX & LAN/WAN Infrastructure.
* Configuration of Cisco & Draytek routers (VPN & VoIP configuration) as well as switches and wireless Access points.
* Mast rigging for external Wi-Fi equipment (Line of Sight).
* Testing and diagnostics of OSI seven-layer model.

**Network Administrator (LAN)**

* Installation, Configuration and administration of Microsoft Small Business Server 2003.
* Configuration of active directory, group policy, firewall, anti-virus, anti-malware, backup management and disaster recovery.
* Creation and administration local users/email accounts.

**March 2005 – December 2007**

**Transport Coordinator - Boots the Chemist - Nottingham**

* Coordination of delivery timetables and presenting stock flow forecasts to managers.
* Monitoring and replenishing stock levels.
* Tracking the movement of goods through regional warehouses.
* Emergency procurement of low-level stock.
* Analysing ways to improve supply networks.
* Supplier rationalisation.

**August 2003 – March 2005**

**Administrator - Siemens - Nottingham**

* Document management and case type processing.
* Sorting and distribution of incoming/outgoing documentation.
* Administration and preparation of documents.
* Retention and archiving of documents (Microfiche).

**December 2002 – August 2003**

**Technical Advisor - PC ServiceCall (TechGuys) - Nottingham**

* 1st & 2nd line PC support. Identifying domestic customer PC issues and providing solutions.
* Recording incidents and solutions.
* Updating knowledge databases solutions to common problems.
* Reporting on common trends to identify underlying problems.
* Tracking work in progress to ensure solutions are carried out according to KPI’s.
* Organising engineer appointments when incident has no solution that can be provided via telephone.

**October 2000 – December 2002**

**LAN Support Technician - National Westminster Bank Plc - Kegworth Derbyshire**

* 1st, 2nd Line LAN & WAN supporting users with their incidents and providing solutions after diagnostics.
* Documentation of 1st level solutions for the migration of 1st level queries to staff helpdesk to alleviate pressure of LAN Support team in order to focus on 2nd and 3rd level incidents.
* Providing staff training and documenting instructions.
* Network administration and configuration of routers and switches.
* Structured cabling and testing with Fluke diagnostic equipment for circuit testing.
* Testing of OSI seven-layer model, TCP/IP, Token Ring & Data Link.
* Monitoring Bandwidth traffic usage (SNMP) and unauthorised intrusion.
* Server backups; investigate backup failures, restoring backups.
* Carrying out feasibility studies for proposals and recommendations.
* Server building for project work.
* Data centre auditing.

**QUALIFICATIONS**

* Network Configuration & Administration (City & Guilds).
* BTEC Intermediate IT (GNVQ).
* BTEC Level 2 IT (NVQ).
* Nortel: BCM (50, 200, and 400) Installation & Maintenance.
* Siemens HiPath 3000 Series.
* Level 2 Digital Aerial and Satellite Installation (NVQ).
* SAP Enterprise Resource Planning.
* 6 x GCSE.

REFERENCES

* References can be provided upon request

