**RICHARD MANSELL – CURRICULUM VITAE**

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**Professional Experience and Achievements**

**IT Manager – HL Plastics Ltd – 2017 to Present**

HL Plastics are a B2B UPVC manufacturing company who supply to a variety of companies that utilise UPVC in their production environment. My role within HL Plastics is to ensure the 24x7 availability of the entire IT infrastructure. I currently manage a team of 6 technicians ranging from 1st to 3rd line and utilise the ServiceNow ticketing system to administer staff workloads. I try to remain hands on wherever possible and support the team at 3rd line level and above. Day to day duties consist of, but are not limited to:

* Administration & configuration of the virtualised server infrastructure using VMWare 6.0.
* Managing the IT team and ServiceNow ticketing system, to quickly and efficiently resolve system issues throughout the company.
* Accomplished in setting / meeting deadlines, planning and developing methods for computerising a range of business tasks.
* Building and adhering to year on year company budget and purchasing requirements.
* Providing support of IT hardware, software and infrastructure.
* Troubleshooting, administration, patching and support of Microsoft 2008 / 2012 / 2016 Servers on HP hardware at all levels.
* First, Second and Third line support (Software, Hardware and Networks).
* Optimum trouble-shooting and problem solving abilities developed.
* Managing the Email system (Office 365) and ensuring the appropriate level of antivirus protection.
* Writing extensive SAP reports for both MI and accounts using Crystal Reports to link into MS SQL.
* Managing the security camera network, including a large number of Axis IP cameras.
* Meeting regularly with the CEO and Board of HL Plastics along with liaising with the Board of the parent company (Quanex) in the USA.
* Supporting and maintaining Skype for Business to ensure live communication with Quanex.
* Ensuring the team meet and exceed company SLA’s.

**IT Manager (Hands On) – Symphony Group PLC – 2015 to 2017 (Left due to redundancies)**

My role within Symphony is to ensure the 24x7 availability of all computer systems and infrastructure throughout the company. This includes server infrastructure (primarily virtual servers using VMWare), network infrastructure (Cisco based switching), local and wide area networks, administer and maintain the telecommunications (Gamma SIP and IP based Mitel telephone system), administer the RDS estate for the terminal users, managing a team of 8 technical staff who provide IT support to approximately 800 users on a variety of IT equipment and mobile devices, the allocation and management of IT help desk queries to the IT team, to provide server maintenance / application of fixes and routine maintenance, general client support & dealing with the mobile phone contracts and hardware for the entire company and administering the on premise MS Exchange 2013 email system.

* Overseeing the project manager in the recent R&D and implementation of a Live/Live HP metro-cluster environment for a complete hardware refresh and company controlled DR site.
* Administration & configuration of the virtualised server infrastructure using VMWare 5.5.
* Managing the IT team and help desk ticketing system, to quickly and efficiently resolve system issues throughout the company.
* Accomplished in setting / meeting deadlines, planning and developing methods for computerising a range of business tasks.
* Project team leader in the implementation of Sophos Central and Intercept X anti-ransomware suite.
* Providing support of IT hardware, software and infrastructure.
* Troubleshooting, administration and support of Windows 2008 Server & Windows 2012 Server on IBM hardware at all levels.
* First, Second and Third line support (Software, Hardware and Networks).
* Optimum trouble-shooting and problem solving abilities developed.
* Managing the Email system (MS Exchange 2013) and ensuring the appropriate level of antivirus protection.
* Writing extensive reports for both MI and accounts using Crystal Reports to link into MS SQL.
* Managing the security camera network, including a large number of IP cameras.

**IT Manager (Hands On) – Lucid IT Solutions – 2013 to 2015 (Left due to Abru Ltd being relocated)**

Lucid IT Solutions are an IT Support company providing support for a number of clients over a wide ranging business area. Although I am employed by Lucid, I currently work as an implant with Abru Limited to provide 24 hour support.

My role within Abru is to ensure maximum availability of computer systems throughout the Company (local and/or wide area networks), administer and maintain the telecommunications (ISDN 30 and IP based Mitel telephone system), the development and implementation of the JD Edwards ERP suite (moving from System 21 on AS400), ensuring backups are maintained with a complete disaster recovery plan, control the IT security policy, the administration of the SharePoint site, to support the internal and off-site users (Local system configuration), the allocation and management of IT help desk queries to the IT team, to maintain the Cisco ASA firewall and Cisco wireless networks, to set up new laptops for new starters, to provide server maintenance / application of fixes and routine maintenance, general client support & dealing with the mobile phone contracts and hardware for the entire company, administering the email system, utilising Office 365, implementing the setup of new fibre connections to the US, to link with Werner Co who have recently purchased Abru Ltd.

* Managing a small IT team and help desk, to quickly and efficiently resolve system issues throughout the company.
* Accomplished in setting / meeting deadlines, planning and developing methods for computerising a range of business tasks.
* Project team leader in the implementation of JD Edwards and the link to Werner Co in the US.
* Project team leader in switching from Natwest Bank to the Bank of America. To ensure all automated BACS payments comply.
* Providing support of IT hardware, software and infrastructure.
* Troubleshooting, administration and support of Windows 2008 Server & Windows 2003 Server on Dell hardware at all levels.
* First, Second and Third line support (Software, Hardware and Networks).
* Optimum trouble-shooting and problem solving abilities developed.
* Managing the Email system (Outlook 365) and ensuring the appropriate level of antivirus protection.
* Writing extensive reports for both MI and accounts using Crystal Reports to link into both MS SQL and System 21.
* Creating reports from within MS SQL using SSRS.
* Managing the security camera network, including a large number of IP cameras.

**Senior Network Engineer – eBECS Limited – 2011 to 2013**

eBECS Limited is a specialist company in the design and delivery of solutions based on [Microsoft Dynamics AX](http://www.ebecs.com/microsoft-dynamics-ax) and [Dynamics CRM](http://www.ebecs.com/dynamics-crm) for manufacturing, distribution, oil & gas, general heavy industry and all aspects of professional services.

My role within eBECS is to ensure maximum availability of computer systems throughout the Company (local and/or wide area networks), administer and maintain the telecommunications (VoIP telephone system), the development and implementation of new server infrastructures, ensuring backups are maintained and ensure a disaster recovery plan, control the IT security policy, the administration of the SharePoint site, to support the internal users (Local system configuration), to set up new laptops for new starters, to provide server maintenance / application of fixes and routine maintenance, general client support & dealing with the mobile phone contracts and hardware for the entire company.

* Accomplished in setting / meeting deadlines, planning and developing methods for computerising a range of business tasks.
* Project team leader in the building of a Windows 2008 domain with RAID 5 servers.
* Providing support of IT hardware, software and infrastructure.
* Troubleshooting, administration and support of Windows 2008 Server on Dell hardware at all levels.
* First, Second and Third line support (Software, Hardware and Networks).
* Optimum trouble-shooting and problem solving abilities developed.
* Managing the Email system (Outlook 365) and ensuring the appropriate level of antivirus protection.

**IT / MI Manager & Accounts Manager - Venue Options Limited - 2001 to 2011**

Venue Options Limited are a hotel booking agency who specialise in making accommodation & conference bookings for a number of corporate clients. The organisation includes a number of different operating systems including Windows 2003 Server and Windows XP along with both SQL 2005 and MySQL database packages, Crystal Reports 10 & XI and utilising Sage 200 MMS on the financial side of the company, also the Microsoft Office suite is used extensively.

My role comprises mainly of the upkeep and maintenance of the entire IT infrastructure. Providing both end-user help desk and server support, both remotely and on-site for over 50 users based in two locations. Producing expedient error corrections and solutions and working on projects in a variety of support and development roles. Along with, writing, maintaining and supporting a bespoke database front end in Visual Basic 6.0 for a new hotel reservation system being used in house. Also, writing ad-hoc reports for both the Director and Sales managers along with numerous suppliers and clients, using Crystal Reports, MS SQL, MySQL and MS Access. As well as managing Sage 200 and the accounts team within the company.

* Providing support of IT hardware, software and infrastructure.
* First, Second and Third line support (Software, Hardware and Networks).
* Optimum trouble-shooting and problem solving abilities developed.
* Managing the Email system (Exchange 2003) and ensuring the appropriate level of antivirus protection.
* Writing extensive reports in Crystal Reports to provide any required management information.
* Programming and developing a bespoke reservations booking system in VB 6.0 and MS SQL.
* Using Sage 200 on a daily basis, managing the purchase ledger and overseeing the accounts team.
* Preparing and submitting VAT returns and the annual company accounts.
* Managing the company bank accounts.
* Payroll for all employees.

*Research / Investigative Work:*

* Project team leader responsible for implementing a Windows 2003 Active Directory Structure.
* Project team leader responsible for implementing Sage 200 MMS accounting package.
* Secure remote access network connection using VPN connections.

**IT Systems Network Engineer - Sixt Kenning - 1997 to 2001**

* First, Second and Third line support (Software, Hardware and Networks).
* Troubleshooting, administration and support of Windows Servers.

**Advanced Skills and Knowledge Areas**

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| * VMWare 5.5 * Windows 2012 Server | * Exchange 07 / 10 / 13 * Symantec Backup Exec | * MS Office Suite * Sophos Antivirus |
| * Windows 2008 Server | * Active Directory | * MySQL Server / Client |
| * Windows 2003 Server | * Network Administration | * MS SQL Server / Client |
| * SQL Server 05 / 08 | * TCP/IP Protocols | * Hardware Installation |
| * Security (Inc. AntiVirus) | * Technical Support | * Software Installation |
| * IIS | * Windows XP / 7 / 8.1 / 10 | * IBM / HP SAN Storage |
| * Crystal Reports | * SCCM | * Problem Solving |

**Education and Professional Development**

Sheffield University

* HND In Computer Studies - Distinction

North Derbyshire Tertiary College

* BTEC National Diploma In Computer Studies - Distinction

Chesterfield College

* A Level Maths - B
* A Level Sociology - B
* A Level Psychology - B
* GCSE Law - C

Markland School

* 8 GCSE's Grades A to D

Training

* Team Leadership I & II
* Time Management

**Hobbies & Interests**

I enjoy a variety of sports including football and tennis, I am also interested in advancements in computer technology and try to keep up as up to date as possible with the new technologies.