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# Employment

## May 2016 – June 2019 – Capita PLC

Job Title - Field Service Engineer

Salary - £24,000

This role is very varied covering many aspects of the company’s IT contracts. Predominately working on their AAH contract which involves setup configuration of hardware in chemists around the Yorkshire, NE and NW areas. This contract requires a lot of experience in the software used Proscript Link and Proscript Connect. A good working knowledge of windows 7 and 10 is required and printer routing etc.

Also covering printer break fix to all OKI printers.

Other contracts include basic setup off new IT equipment to various customers.

FULL HP, LENOVO AND DELL ACCREDICATION AVAILABLE.

## November 2011 – May 2016 - Getronics

Job Title - Field Service Engineer

Salary - Paid per call

This roll is hardware biased. The role includes maintaining the customer’s hardware maintenance contracts. The area I cover is Yorkshire sometimes providing backup to Sheffield and Manchester. The main areas include fault diagnostics, maintenance and repair of all DELL hardware including desktops, laptops, printers, tablet and Server systems. For this role I have gained full DCSE Certification.

Although employed to cover the Dell contract I have also been trained to work on Getronics other major customers including Kodak, Barclays and Clarks to name a few.

The role includes working to strict deadlines were fixes have to be met. Working Saturdays and Sundays become part of my working routine. I also have to provide standby cover sometimes at very short notice.

FULL DELL ACCREDICATION CAN BE SUPPLIED ON REQUEST

## February 2003 – April 2006 Elonex PLC

Job Title – Senior Field Service Engineer

Salary – Basic £17k + Car + Health Cover

Elonex provide complete IT systems to the following public sectors education, local government, health and defence. As well as providing to businesses and the home user.

This role included maintaining the customer’s hardware maintenance contracts. The area I covered was Yorkshire, Derbyshire, Manchester sometimes providing backup to Liverpool Newcastle and Birmingham. The main areas included fault diagnostics, maintenance and repair of all Elonex hardware including desktops, servers and laptops.

This role keeps me up to date with all the latest technology which I have outlined below

* Windows 98/ME Troubleshooting
* Windows NT4/W2K Troubleshooting
* Windows XP Home and Professional Troubleshooting
* Windows 2003 troubleshooting
* Microsoft Media Centre Edition installation and troubleshooting
* Printer Maintenance and repair (Inkjet, Laser and Dot-Matrix)
* Networking Problems
* Raid Systems on High End Servers
* Compaq configuration and repair both server and desktop
* EPOS installation and maintenance

I was forced to take redundancy at this company as the business shifted focus.

## January 2001 – February 2003 IBM UK

Job Title - Field Service Engineer

Salary – Basic £15k + Car + Overtime

This role was hardware biased. The role included maintaining the customer’s hardware maintenance contracts. The area I covered was Yorkshire sometimes providing backup to Liverpool, Manchester and Newcastle. The main areas included fault diagnostics, maintenance and repair of all IBM hardware including desktops, servers, laptops and EPOS systems.

The role included working to strict deadlines were fixes had to be met. Shift work was also included in this role and working Saturdays and Sundays become part of my working routine. I also had to provide standby cover sometimes at very short notice. I felt I gained good communication and client facing skills and have the ability to adapt well to different environments. In this role I also gained skills in the following areas.

* Toshiba laptop repair
* IBM laptop repair
* HP and Lexmark laser printer repairs
* Dell desktop, server and laptop repair (after completing my DCSE in 2001)
* EPOS repair/installation for multinational companies including major supermarkets and large retail stores.

***1995 – October 2000 Micro-World Computers***

Job Title – Field Service Engineer

Salary – Basic 17k

I started at Micro-World in 1995 part time building computers while I continued my studies. In 1998 I was employed full time as a computer service engineer. My main responsibilities were to look after the companies IT Maintenance customers both hardware and software related problems. I gained a lot of experience in many fields at this company, which I have listed below.

* Windows 95/98 Installation and Troubleshooting
* Windows NT 3.51/4.0 Installation and Troubleshooting
* Printer Maintenance (Inkjet, Laser and Dot-Matrix)
* Networking
* Novell 3.51 Installation and Troubleshooting
* Windows 2000 Pro Installation
* Windows 2000 Server Installation

As the company changed direction and turned its focus from computer maintenance to other areas in the business, I was employed as the in house computer engineer. This role included looking after around 30 employees, solving problems and training users on our computer systems. I also looked at others ways we could use IT for our customers; in this role I gained experience in the following fields.

* Computer Programming in Visual Basic 5.0 (Limited Experience)
* Web site Design in programs including Flash 5 Dreamweaver 3 (Limited Experience)
* SQL Server (Limited Experience)
* Writing of in house programs in Access 2000
* SBS (Limited Experience)
* Internet Information Server 5 (Limited experience)
* Exposure to computer controlled telephone systems (i.e. Ascom and Network Alchemy argent office)
* Cabling experience (i.e. Cat 5e structured cabling)

# Education and Qualifications

***1990 – 1995 Colne Valley High School***

GCSE’s (Grade Subject)

A – Design Technology

B – Mathematics

BB - Science Dual Award

C - English Language

C - English Literature

C - History

D - German

D - Business Studies

***1995 – 1997 Colne Valley Sixth Form Centre***

A – Level’s (Grade Subject)

D - Mathematics

D - Design Technology

E - General Studies

***1997 – 1998 Huddersfield University***

BSC Hons Computer Aided Engineering

I attended Huddersfield University for one year then left the 5-year course to pursue my interest in computers.