**Shina Marshall**

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**PERSONAL PROFILE**

As an IT professional with a passion for computing and in particular Technical Support, I have a desire to be within the IT industry. I have a can-do attitude with outstanding technical & communication skills, which I have gained through working in retail over four years, as well as working as a Drilling Engineer in DrillQuip. As a 1st/ 2nd Line support Technician at Convergys BT and Amber Road Travel, I have gained experience in the use of Service Desk ticketing system, supporting Microsoft based server & client operating systems, use of Active Directory, Microsoft Exchange and Microsoft Office 365, remote desktop support methods, PC hardware, set-up and configuration etc.

**EDUCATION & IT TRAINING/ CERTIFICATION**

**Sept 2013 – Sept 2014 University of Salford, Greater Manchester, United Kingdom**

**MSc Petroleum & Gas Engineering [Distinction – 72%]**

**Sept 2009 – June 2013 University of Manchester, Manchester, United Kingdom**

**BEng in Petroleum Engineering [Second Class – 2.2]**

**Nov 2014 – Dec 2014** **International Institute of Risk & Safety Management (IIRSM), London**

Health, Safety & Environment (HSE Levels 1, 2 & 3) (passed)

**KEY SKILLS & COMPETENCIES**

* Good knowledge of Active Directory, Office 365 and Microsoft Exchange
* Proficiency in the troubleshooting & resolution of all client queries
* Good knowledge of Microsoft based operating systems including Windows 7, 10 and Windows Server 2008, 2012
* Good understanding of PC hardware set-up & configuration

**EMPLOYMENT HISTORY**

**Apr 2018 – Present: Amber Road Travel – 1st/ 2nd Line Support Engineer**

Supporting users and network administrators over the telephone, remote-control software and by email.

* Diagnose & resolve staff problems and escalating when necessary
* Setup accounts for new users, reset password and unlocking account on Active Directory
* Setup new folders and give users/ groups appropriate security privileges
* VPN (FortiClient) account setup, User Migration, software Installs, PC Imaging, Outlook setup
* Undertook small to medium scale projects such as Disaster Recovery Installation on all servers and GDPR Computers, Laptops and servers health checks
* Setup and troubleshoot printers for users
* Configuration and testing of any new hardware and software
* TCP/IP networking and hardware maintenance and repair
* Supporting users in the use of any new software or hardware by providing necessary training and compiling procedural documentation
* Applying patches in accordance with company procedures
* Sophos Antivirus management
* Liaise with third party organisations
* Remotely assist users via Team Viewer and Skype for Business remote desktop support methods

**Jan 2017 – Apr 2018: Convergys BT – 1st Line Technical Support Advisor**

Providing advice, support & practical assistance to BT customer via the IT service desk telephone system & remote support software tools. Logging & processing support issues via telephone or email whilst ensuring a high level of customer service.

* Providing 1st line technical support, answering support queries via phone & email
* To log & prioritise system & user support calls for the second line support team
* Recording & auctioning faults as reported on: PC’s, servers, laptops & mobile
* Determining the nature of faults & the steps required to rectify it
* Creating & maintaining email profiles for users, as well as connecting printers to certain network
* Writing progress & statistical reports for supervisors & managers
* Using remote control software tools to provide fault resolution & diagnosis
* Creating & administrating Microsoft Exchange email accounts

**Jan 2015 – Jan 2017: DrillQuip Logistics & Support Serv. Ltd. – Graduate Petroleum Engineer**

* Carried out well engineering & well design, wellhead & charismas tree installation, risk assessments to meeting organisational goals. Prioritised & shared workload developed my ability to work in a team
* Acquired experience on well drilling daily reports, alongside drilling troubleshooting during rig spot, drilling operation, logging, & well testing on Ologbo onshore field
* Participated in costs assessments & evaluated viability of potential drilling locations (cost estimation & cost analyses) with other senior colleagues improved my interpersonal & communication skills

**Oct 2013 - Sept 2014: Vice President (VP), Society of Petroleum Engineers (SPE) Salford Chapter**

* My planning & time management skills improved when I participated in organizing the University of Salford SPE week & a 2-day symposium on “Energy Sustainability” for which I received a Certificate of Recognition from SPE London for my contribution
* I have had to give numerous presentations & speeches in the quest to promote & raise awareness, which improved my communication & presentation skills

**May 2013 - Jan 2014: Fundraiser, British Red Cross (BRC) – General Volunteer**

* Initiated & successfully coordinating the organization of a red themed party titled “Red Up” which led to the realization of £880 in donations to the BRC helped developed my ability to work as a team
* Participated in organizing the Red Cross Week, for which I was responsible for creating the necessary public awareness required to make it a successful event helped improved my organisational skills

**Nov 2010 – May 2013: Manchester United (MU) – Sales Advisory**

* + - * Achieving daily & weekly sales targets & often exceeding them. Serving up to 100 customers per day helped develop my communication skills & my ability to work in a busy & fast paced environment
      * Performing stock replenishments which required excellent organisational & time-management skills

**INTERESTS & ACHIEVEMENTS**

**Computing:** I often help my friends & family with any computer problems, setting up wireless printers, making sure they are connected to the internet wirelessly, upgrading their hard drives & RAM. I also performed system restores, backing up systems & installing operating systems such as Windows XP, Windows Vista & Windows 7.

**Hobbies:** I partake in regular sports activities such as playing football every week with friends. I attend my local gym 3 times a week, as I am keen on keeping fit. I regularly organise cinema & restaurant outings as a way of socialising with friends. I enjoy engaging in volunteering activities as the outcome of such acts gives sense of fulfilment. I also love meeting new people because of the invaluable friendship & networking opportunities it presents.

**AdditionalInfo:** Full clean UK driving licence, own a car & fluent in German language.

**References available upon request.**