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**Michael Harris**

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**Profile**

I have 25 years’ IT experience in customer facing roles and am very competent when dealing with customers at all levels. I have a polite friendly manner and understand the importance of high quality customer care. I am very presentable and have excellent communication skills. I own my own car with a clean licence. I have a current enhanced CRB certificate and am available for an immediate start. My IT skills include supporting Windows 10, 7, 8 & XP, MS Office up to 2016, 365, Outlook, AD, Server 2012, 2016, DPM, WDS, SCCM, MAC OS, Exchange, Hyper-V, Apple iOS, TCP/IP, DNS, DHCP, Networking, Group Policies. Other skills include server installation and configuration, PC, laptop and printer repair. I have also worked on a great many large scale hardware and software refresh projects. Major customers have included NHS, Banks, Police, Councils, Ofsted, Parliament, Schools, DLG and KPMG

**Employment History**

**April 18 – Present** **Windows 10 Refresh Technician** **GMSS (NHS)**

I am currently engaged on a Windows 10 refresh project for all the GP surgeries in the Manchester area. This is a rolling contract which is expected to continue until the middle of 2020. My role involves liaising with the medical staff and practice manager to determine the software requirements for each Doctor, Nurse, Health visitor etc. before upgrading each of them to Windows 10. I then give technical support for the remainder of my time on site.

**Oct 17 – Mar 18** **School ICT Technician** **Oasis Community Learning**

This was a rolling contract at a secondary school where I was responsible for the day to day support of around 500 pupils and 80 staff. The technologies I supported included; Windows 10, Office 365, Server 2016 and 2012, Hyper-V, Cisco Meraki, and Apple configurator. Daily duties included managing requests and incidents for pupils and staff, resource access, account management through active directory and server management. I was also required to work at other Oasis Academy schools when necessary.

**Jan 17 – Oct 17 Deployment Engineer Pennine Care NHS Foundation Trust**

This was a Windows 8 laptop refresh project to mobilise various medical teams throughout the Trust allowing for mobile working. After surveying a team’s requirement’s we would build and deploy their new tablets. Our service provided two weeks support after deployment before moving onto the next team.

May 15 – Aug 16 2nd Line Support / Installations Engineer Co-operative Bank

During my time at the bank I worked as part of a team responsible for monitoring the support queue and responding to calls within the SLA. My other duties included working through high volumes of request calls to supply and configure laptops and desktops for customers within the bank. This was a Windows XP and Windows 7 environment, supporting several thousand users at the CIS Tower and surrounding buildings in Manchester city centre.

Feb 15 – April 15 Lead Deployment Engineer Santander / Eversheds Solicitors

This was a staged Windows 7 deployment for Eversheds during February and March. I also worked on the Santander branch refresh project on their Windows 7 deployment.

April 14 – Jan 15 Desktop Support / Installation Engineer Lloyds / Nationwide

This was a nine month contract working as a senior customer engineer. I worked on a wide variety of projects as well as desktop support roles. The projects were mainly Windows 7 & 8 refresh projects for clients such as Direct Line, Santander, Nationwide, Lloyds and Halifax.

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**Employment History - Continued**

October 13 – April 14 2nd Line / Desktop Refresh Engineer Direct Line

Various contracts, including a 3 month Windows 7 desktop refresh project for Direct Line, working as lead engineer. Responsibilities included liaising with the customer and the projects team, as well as organising and managing the other engineers working alongside me.

August 08 – October 13 IT Support Technician Self Employed

During this time I undertook a wide variety of IT work including hardware and software installation, general PC and network support, printers, internet and broadband issues.

June 98 – August 08 2nd Line Support / Field Engineer Computacenter PLC

My responsibilities included desktop support, server installation and configuration, software and hardware installation, large scale server, desktop and printer refresh projects for a wide variety of corporate clients such as Lloyds, Halifax, Nationwide, Government and Councils.

1990 – 1998 Field Engineer / Bench Technician IBM / B&Q / Comet

During this time I worked as a bench technician for IBM. I also worked as a field engineer installing and configuring IT and epos equipment for clients such as Comet and B&Q.

1980 – 1990 Instrument Technician Kellogg Company of GB Ltd

This was a 6 year apprenticeship followed by four years as a fully qualified Instrument technician. Duties included electrical, electronic, pneumatic and mechanical maintenance.

**Education and Qualifications**

June 98 - August 08 MCP and HP Accreditations Home Studying

MCP Windows XP, MCP Windows 2000, MCP NT Workstation, Server & Server Enterprise

APS HP Server, Desktop and Laptop Accreditations

October 94 – June 96 HNC Software Development University College Salford

Design & Implementation of software (using ‘C’), UNIX, Sun OS

Systems Analysis & Design, Business Operations & Information Systems

March 94 – October 94 C&G Advanced Diploma Kalamazoo Training Centre Computer programming – Government employment training scheme.

February 93 – April 93 NVQ/VQ City & Guilds Scope Training Centre

Networking (Level III) - Government employment training scheme.

September 81 – July 86 BTEC – ONC Central Manchester College

Electrical, electronic and pneumatic engineering (Part of my apprenticeship)

September 80 – June 86 EITB Apprenticeship Kellogg Company of GB Ltd

I completed a full indentured apprenticeship, leading to a craft certificate in engineering and employment with Kellogg Company as a fully qualified Instrument Technician.

**Interests and activities**

My hobbies include keeping fit and healthy. I regularly go jogging and walking. I am also learning to play golf and enjoy cycling. I like listening to music and going to the cinema.