Robert Wheeler

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# PROFESSIONAL OVERVIEW:

A highly motivated, experienced IT professional with extensive experience in the IT industry. An analytical thinker with a positive outlook and a can do attitude. Leads by example, possesses a highly effective team spirit and encourages people in common goals. ITIL accredited with an IT service continuity background and service delivery.

# Key Skills:

Service delivery and technical support background

Hands-on experience supporting and installing Windows 7 through to Windows 10

Hands-on experience supporting Active Directory

Experience supporting Microsoft Exchange and Google Mail

Hands-on experience supporting and installing Microsoft Office 2010/2013/2016 and Office 365

Has worked in several large ITIL corporate environments

**CAREER SUMMARY:**

**25th April 2019 to August 2019 Desktop / Technical support : Simplybiz Limited**

**IT service desk and Desktop support (Huddersfield)**

* Logging incidents and incident progression all the way through to resolution and closure.
* Password resets for Windows 7 and 10 using active directory and administering accounts using active directory i.e. setting up new user accounts, disabling user accounts, amending distribution lists and file shares for users.
* Have reimaged Simplybiz Desktop and Laptop PCs using PXE boot Image Windows 7 and Windows 10 Enterprise Image
* Using Managed Engine and Teamviewer applications to remotely diagnose the fault and use technical knowledge/experience to resolve faults within SLA
* Mapping Printers for new users : Helping home workers install/troubleshoot printers. Helping office workers install network printers to their desktops.
* Have troubleshooted VPN connection issues, reinstalled VPN software
* Have troubleshooted Simplybiz Wi-Fi connectivity issues.
* Have supported users with MS Office 2010, 2013, 2016 and Office 365.
* Have created Office 365 accounts and installed office 365 for users.
* I've supported users with Telephony issues: Yealink VOIP Desk phones, I've ordered new ones and have troubleshooted issues with them
* iPhone 7’s : I've reconfigured existing handsets and set up new iPhone 7 from adding the corporate blueprint to enrolment on MDM – Mobile Device Management Console.
* Have installed and troubleshooted Sage 200 Financial application, GoToMeeting application, and installed/administered Symantec Antivirus Endpoint software and Symantec Cloud and Email Quarantine software.

**21st August 2018 to 17th April 2019 Desktop / Technical support : Kaplan Financial**

**IT service desk and Desktop support (Central Manchester)**

* Logging incidents and incident progression all the way through to resolution and closure.
* Password resets for Windows using active directory and administering accounts using active directory i.e. setting up new user accounts, disabling user accounts, amending distribution lists and file shares for users.
* Have reimaged Kaplan Desktop and Laptop PCs using PXE boot Image Windows 7 and Windows 10 Enterprise Image
* Using DameWare, Microsoft MSTSC, Teamviewer and logMeIN applications to remotely diagnose the fault and use technical knowledge/experience to resolve faults within SLA
* Mapping Printers for new users : Helping home workers install home printers. Helping office workers map networked printers to their desktops using Equitrac Printer Management Tool
* .Have used Citrix director to administer Citrix Xenapp sessions i.e. log users off remote sessions and help them restart Citrix applications
* Have troubleshooted VPN connection issues, reissued VPN tokens, reinstalled VPN Cisco client and mobile pass VPN application
* I’ve used SCCM to deploy software

**June 11 2018 to 16th August 2018: Customer Service Adviser : Johnson Controls (Central Manchester)**

* Achieving incoming customer calls providing customer service
* Providing customers with excellent service towards their aims i.e. alarm faults and engineer visits
* Providing customers with information about their alarm system and scheduling alarm tests as required

**April 2014 to October 2017 –Desktop / Technical support : Four Seasons Healthcare (Head Office) Wilmslow**

* Provided hardware & software support for internal computers running Windows 7, 8 and 2010
* Prioritisation & resolution of system issues ensuring orders & deadlines are met
* Provided configuration & troubleshooting expertise to a wide range of systems, hardware & printers
* Configured, installed & maintained operating systems, hardware & peripheral devices
* Experienced in administering DNS, DHCP & TCP / IP in a LAN environment

Set up LAN networks also utilised Cat5 cabling & patching experience

**May 2013 to April 2014 –Service Desk ANALYST: Four Seasons Healthcare (Head Office : Wilmslow)**

* Logging incidents and incident progression all the way through to resolution and closure.
* Password resets for Windows using active directory and administering accounts using active directory i.e. setting up new user accounts, disabling user accounts, amending distribution lists and file shares for users.
* Using DameWare, VNC, Microsoft RDP, MSTSC and MSRA to remotely diagnose the fault and use technical knowledge/experience to resolve faults within SLA
* Mapping Printers for new users i.e. adding local printers or setting up network printers in DHCP and then creating a print queue

Diagnosing and resolving hardware and software issues within SLA or escalating where necessary.

* Reporting faults with hardware and software to third-party suppliers’ i.e. logging telephone line/telephone faults to BT/Cable & Wireless.
* Ensuring target PCA (Percentage Calls Answered) achieved on teams

**Jan 2011 – April 2013: Service Desk ANALYST: Kirklees Metropolitan Council (Huddersfield)**

* Logging incidents and incident progression all the way through to resolution and closure
* Password resets for Windows using active directory and administering accounts using active directory i.e. setting up new user accounts, disabling user accounts, amending distribution lists and file shares for users
* Updating and maintaining database records
* Creating Management information reports highlighting common issues reported, time taken to resolve customer issues.
* Analysing current processes/procedures and identifying ways to improve streamline processes

**October 2010 to December 2010 –Service Desk ANALYST: Morrison’s Head Office (Bradford)**

* Logging incidents and incident progression all the way through to resolution and closure.
* Performing password resets for Windows using active directory and doing password resets for UNIX, Oracle, Mainframe sessions and Internet.
* Performing IIS resets and configuring software for Application & PDC servers.
* Using Remote software tools LANDesk, WinVNC and Remote console to diagnose the fault and use technical knowledge/experience or in house knowledge base to resolve faults within SLA
* Reporting faults with hardware and software to third-party suppliers’ i.e. logging telephone line/telephone faults to BT/Cable & Wireless.

Ensuring target PCA (Percentage Calls Answered) achieved on teams.

* Providing hardware & software support for all Morrison’s stores and head office.

**Jan 2007 - December 2009 Business Analyst: BT Global Services (Central Leeds)**

* Management of the gathering, analysis and documentation of client requirements
* Interpreted and documented client requirements / process changes/improvements and communicated these to technical teams / project teams to ensure understanding of project requirements and project progression.
* Liaised consistently with other departments i.e. project management teams, technical teams etc to ensure project requirements were clearly understood and to keep technical knowledge up to date.
* Used PRINCE 2 project management process to ensure delivery on time to an agreed specification and the achievement of required quality process and cost parameters

**PERSONAL:**

* + References available on request **Robert Wheeler**