**STEPHEN CHURCHMAN**

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*Experienced Desktop Support Professional with excellent customer service skills. With a proactive and can do attitude, my main background includes Windows OS and Office applications, Windows deployment and troubleshooting. Keen to take all opportunities to enhance and develop my varied skill base.*

**SKILLS:**

|  |  |
| --- | --- |
| * Windows OS – XP/7/10 and Server | * Network Troubleshooting |
| * Office 2007 onwards | * System Upgrades |
| * Application Support | * Remote Access Technologies |
| * Hardware and Device Support | * Excellent Problem Solver |
| * Active Directory | * Deployment Specialist |
| * Highly customer focused and experienced | * Mobile Device Specialist |
| * ITIL V2 | * Prince2 |

**WORK HISTORY:**

**Desktop and Exec Services IT** – the Co-op Group April 2018 to Present

* Built and deployed new hardware to Co-Op requirements
* Exec and VIP support
* Mobile device management for Android, iOS and Windows devices
* Management of hardware and assets
* Application deployment and support
* SCCM Software Deployment Support
* Nexthink network and device monitoring
* Branch and site support for local issues with laptops, printers and remote access
* Troubleshoot and resolved network, Wi-Fi and user connection issues
* Call handling and ownership of requests and incidents to resolution
* Experience of video conferencing and Avaya systems
* Set up multimedia for events and conferences for Co-Op executives and partners

**IMAC and Project Engineer** - Co-op Financial Services November 2015 to March 2018

* Built and deployed 500+ desktops for call centre upgrade
* Lotus Notes email configuration, installation and troubleshooting
* Troubleshoot existing hardware and software
* Printer management and fault finding/maintenance
* Built and configured Windows based OS devices to Bank requirements
* Daily use of Active Directory
* Software deployment via SCCM and CA
* Direct customer facing requests including setup, advice and training
* Asset Management
* Windows Mobile Device management

**Deployment and Support Engineer** - NHS Christie Hospital May 2015 to Sept 2015

* Deployed and supported new HP Desktop and Laptop hardware with Windows 7 Christie Image
* Upgrade new and existing hardware to improve performance
* VDI installation and set up
* Installation of medical applications and peripherals
* Images built and deployed using SCCM 2007
* Assisted in post deployment via floor walking
* Identified break fix issues and incidents and highlighted to Project lead.
* Management of user, computer and group accounts with Active Directory

**Deployment Engineer & Systems Administrator** – Inventive Leisure LTD Jan 2015 - April 2015

* Designed, planned and deployed Windows 7 images for Support Centre and bars around UK
* Windows 7 company image created using Windows Deployment Server 2012
* Windows Server update and patching (Server 2003 and 2008)
* Content Filtering testing and roll out at various sites
* Anti-Virus upgrade from AVG to Symantec Cloud company wide
* Identified and resolved weaknesses in the company systems before rollout
* Hardware management of new devices prior to delivery to bars

**ITS Desktop Support Technician** - University of Salford Aug 2014 - Dec 2014

* 2nd level technical support for university main campus for all desktop and AV environment
* Windows 7 deployment with continued deployment for new machines
* AV Lecturer theatre software management and upgrade across site
* Apple Mac OS/Win7/Office 2010 support and deployment via SCCM 2007
* Asset management of hardware, software, tablets and mobile devices
* Hardware fault diagnosis and repair of desktops, laptops, AV equipment
* Fault reporting managed through LAN Desk and owned to closure
* Management of user accounts and computer accounts through Active Directory

**Lead Deployment Engineer Windows 7** - Astra Zeneca Oct 2013 - June 2014

* Deployment and support of end users for Win7 migration
* Supported end users post deployment to carry out additional requirements or incidents
* Arranged scheduling and assign assets to customer prior to delivery
* Use of Active Directory to update user and machine accounts
* Troubleshoot and report back single point of failure to Project Team
* Created knowledge base via excel (later added to KB articles)
* Liaised with key suppliers to identify fixes and resolutions before deployment
* Adhered to strict build targets as per project guidelines
* Acted as technical focal point for issues during deployment with team.

**IT Senior Customer Desktop Engineer** - Astra Zeneca Dec 2010 - Aug 2013

* Technical and customer focused desk side support project
* Enhanced and raised profile of Astra Zeneca IT infrastructure under the **Help IS Here** initiative.
* Responsible for technical clinics, customer drop-ins and floor walking.
* Windows 7/Vista UAT using HP quality centre.
* Laptop and PC rebuilds, remote access support, profile rebuilds, hardware fault diagnosis and fix.
* Network fault diagnosis and repair – TCP/IP/DNS/Internet.
* Cisco/VPN, connection fault diagnosis and repair.
* RSA Token support.
* Full Office 2007/2010 support with Outlook/Exchange/Share point 2010.
* Account, machine and group management through Active Directory.
* High resolution and satisfaction rate using Remedy for call logging.
* Knowledge base development and maintenance.
* Mobile and Cloud device support, iPad, iPhone, Mac and Android devices.
* Training and education provided to customers.

**Platform Upgrade Project Technician** - Pearson VUE Oct 2010 – Dec 2010

* Project role to undertake major upgrade of all Pearson VUE Testing centres (Global)
* Servers and workstation upgrades to deliver new testing software to tight deadlines
* Use of remote dedicated software to deploy software roll out
* Maintenance of customer hardware to ensure platform upgrade reduces business impact
* Liaised with IT managers to agree project dates for upgrade
* Knowledge base development to keep team aware of project issues and fixes
* Targets of 2 to 3 sites per day as per project guidelines often exceeded

**Systems Support Analyst** - City West Housing Trust Jan 2010 – Oct 2010

* Onsite support for all IT services within City west organisation for all end users.
* Installed and configured new desktops and laptops prior to delivery
* Server patch panel support including port patching and DHCP scope
* Used Win PE to deploy OS to laptops and desktops
* Assisted in company-wide roll out of Project Eagle (Housing Management software)
* Configuration of VOIP phones using Cisco Call Manager and Cisco Unity Admin
* Maintained new and existing user accounts in Active Directory
* Regular maintenance of HP printers, including toner replacements and drum kits
* Provided out of hours support for customer facing events and forums with On Call
* Regular area office visits to carry out routine maintenance and refresh of IT equipment
* High first time resolution rate for on-site queries including software queries, installation and fix
* Developed and established links with 3rd party vendors and customers

July 2009 - Dec 2009 period of unemployment following redundancy from EDS/Hp

**Senior Service Desk Analyst** - Shell IT International April 2001 – July 2009

* ITIL framework help desk providing global support for all Shell staff
* Technical Project Lead for early deployment project help desk for Vista/Office 2007 rollout
* Headed up team of dedicated Remote Access Service Desk
* Provided key support for clients and remote users using VPN
* Early adoption and test of Vista, including DVD and Image-X deployment
* Installed and configured VM Ware to test Vista/XP 64bit/Win2k
* Maintained user accounts and groups with Active Directory
* Actively involved in Incident and Problem Management through to resolution.
* Provided documentation and processes for training new starters
* Maintained knowledge base and kept evergreen.
* Focal point and Technical Lead for technologies such as Blackberry, Windows Collaboration software

**References*:***

References Available Upon Request