Christopher David Carruthers

Flat 35, 2A Naval St., Manchester M4 6BA

**T:** 07814 044 042, **E:** chrisdcarruthers@gmail.com

# Personal profile:

An ITIL certified Service Desk Analyst with 6 years’ experience of the legal sector. Now seeking a role offering a greater technical challenge.

# Skills

* Communication with colleagues at all levels by telephone and email
* Microsoft environment (Windows, Windows Server, Office, Active Directory, Exchange)
* Citrix environments, including desktops and applications
* Mobile devices and device management
* Legal applications e.g. document management systems, time recording, workspace access

# Professional Qualifications

BCS AXELOS ITIL Foundation Certificate in IT Service Management

# Employment

## Freshfields Bruckhaus Deringer (February 2016 – present)

**Service Desk Analyst**

* Acting as a first point of contact for a global, ITIL compliant legal firm by telephone and email
* Assisting and shadowing new team members
* Supporting Microsoft Applications: Windows 7,10; Office 2010;2016, Skype for Business
* Account and object administration in Active Directory
* Creating distribution lists and mailboxes in Microsoft Exchange, and administering permissions
* Symantec Cloud for email address registration and delivery troubleshooting
* Administration of remote login with RSA SecurID hard and soft tokens
* Software installation with SCCM e.g. Microsoft Visio, Project, Citrix Receiver, Plantronics Hub
* IntApp applications (Time, Walls, Open) for billing, workspace security, and new matters
* Interwoven document management system iManage suite (Filesite, Worksite, and Desksite)
* Litera Change Pro; a document comparison application
* Amending permissions to pages on the internal Wiki
* BlackBerry UEM for access to emails on firm-supplied iPhones or personal devices
* Support for personal devices (Mac and PC) on a best endeavours basis
* Complying with the firm’s information security policies regarding mailbox and website access

## Fieldfisher (November 2014 – February 2016)

**IT Helpdesk Technician**

* Supporting an international law firm via telephone and email
* Supporting Microsoft Windows, Office, and Skype for Business including Enterprise Voice
* Account administration including distribution group membership and processing leaver requests
* Interwoven Filesite and Worksite DMS integration
* Workshare Compare (document comparison) and Protect (email scanning)
* Installing applications and operating systems using SCCM 2012 on HP desktops and laptops
* Creating and maintaining knowledgebase articles

## Plan-Net plc. (April 2013 – November 2014)

**Senior Service Desk Analyst**

* Legal IT support for Simmons and Simmons, an international law firm
* Performing support by telephone, email, and face to face
* Providing assistance to new members of the team – shadowing and answering questions
* Supporting Microsoft Windows and Office
* User and object administration in Active Directory
* Interwoven Filesite and Worksite DMS integration
* Workshare Compare (document comparison) and Protect (email scanning)
* Installing Windows and applications on HP devices using SCCM
* Creating and maintaining knowledgebase articles for newly discovered or resolved incidents
* Responsibility for maintaining stock and records for loan laptops and 3G dongles
* Mobile device support for BlackBerry devices using BES, and for personal devices

## TIGL (The Internet Group Ltd.) (January – April 2013)

**Service Desk Analyst**

* Logging and performing initial investigation into IT issues over a large client base
* Creating, administering and deleting accounts using Microsoft Active Directory and Exchange
* Supporting Microsoft operating systems and software; Windows 7, Office 2010
* Escalating tickets to 3rd parties where required

## NHS (October – December 2012)

**Remote support analyst (Temporary)**

* Remote support of escalated tickets, and administration of email accounts
* Installation of Office 2010 as permitted

## Marsh & Parsons (September 2011 – September 2012)

**IT Technician**

* Creating, amending and deleting accounts in accordance with information received from HR using Microsoft Active Directory and Exchange
* Supporting Microsoft Windows and Office on Dell hardware
* Citrix session administration via Presentation Server on Wyse terminals/thin clients
* Installing computers, telephones, and routers, and ensuring correct patching
* Supporting Blackberry and iPhone mobile devices

## Countrywide (August 2010 – September 2011)

**IT Helpdesk Analyst**

* Supporting a property law/conveyancing firm with offices in Manchester, Cardiff and India
* Supporting a Citrix desktop system, including the Microsoft Office suite
* Account administration for starters and leavers using Active Directory and Exchange
* Administration of user sessions via Citrix Presentation Server
* Organisation of NTFS permissions
* Remote login support via Citrix Access Gateway

## Fujitsu (May – August 2010)

**Service Desk Analyst**

* Performing Service Desk duties for Government Offices and CAFCASS
* Obtained BS and SC clearances

## Redmayne-Bentley Stockbrokers (May 2007 – May 2008)

**IT Support Technician (University sandwich course placement)**

* Supporting a stockbroker’s head office and branches nationwide
* Account administration for starters and leavers using Active Directory and Exchange
* Installing computers, monitors, and telephones and ensuring correct patching

## Other roles

**Business West (July 2009 – March 2010): Database Coordinator (contract)**

# Education

Leeds Beckett University  
Computing – databases (sandwich course): 2:1 (upper second-class honours)

City of Bristol College  
BTEC National Diploma in Music Technology: Merit  
A Level Physics, AS Level Maths and Computing

St. Mary Redcliffe & Temple School, Bristol  
9 GCSEs at grade C or above including English, Maths, and Double Science

# Hobbies and interests

Music – Grade 3 Piano (ABRSM)  
Athletics – runner of marathons, half marathons, and 10K road races, and also obstacle course races

# Other information

Full clean driving licence (Category B – manual car)   
Speaking of Verse & Prose – Grade 8