**Edward Monk**

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**Profile**

An IT Professional with 5 years of experience providing IT support. Currently seeking a role with clear career progression to develop current skills and learn new ones.

**Work Experience**

**Senior IT Operations Analyst**, BCM LTD January 2017 – Present

Providing 3rd line support to over 1000 users across 3 manufacturing sites in different countries.

Responsibilities:

* Management and configuration of Virtual Servers.
* Creating and managing Firewall rules.
* Creating builds for Servers, Laptop and desktop.
* Creating scripts for silent software deployments.
* Configuring Network devices.
* Resolving 3rd line escalations from the helpdesk.

Technologies:

* Microsoft Server 2003-2016
* VMware vSphere
* Palo Alto Firewall
* Veeam Availability suite
* Mcafee EPO
* Office 365 Administration
* Networking
* HP storage
* Parallels (2x) Application Publishing
* KACE -Systems Deployment Appliance

**Helpdesk Supervisor**, BCM LTD January 2015 -December 2016

Accountable for the day to day running of the IT Helpdesk, managing a team of five IT Operations Analysts to provide 1st/2nd line support.

Responsibilities:

* Ensuring that agreed IT service levels were met.
* Responsible for coaching and development of the helpdesk team.
* Managing Incident lists - to ensure all incidents were logged and resolved within a timely manner.
* Ensuring access to systems was reviewed in compliance with MHRA regulations.
* Identifying and owning projects that improve service to the IT function and the business.

Technologies include:

* Active Directory
* Windows XP/7/10
* Microsoft Office 2003/2010/2013
* Dell Kace
* Service Now – Incident logging

**IT Application Analyst/ Programmer**, BCM LTD,March 2014 – December 2014

Working in a small team to resolve application incidents and providing support for a large scale ERP system.

Responsibilities:

* Developing bug fixes.
* Developing custom web applications for business use.
* Managing SQL databases.
* Monitoring and resolving issues with interfaces between key business systems.

Technologies:

* ASP.NET
* C#
* PHP
* SQL Management studio

**IT Operations Analyst**, BCM LTD October 2012 – December 2014

Providing 1st/2nd line support to the business.

Responsibilities:

* Logging and resolving incidents that came through to the helpdesk via Telephone, Email and Face to face.
* Setting up and maintaining user accounts
* Building/Deploying Laptop and Desktop PC’s to end users.
* Configuring Print queues and Installing Printers
* Deploying software remotely.
* Monitoring backup jobs and performing file restores.

Technologies:

* Active Directory
* PowerShell
* Windows XP/7
* Office 2003/2010
* Office 365
* Dell Kace

**Education/Training**

**BSc Honours Computer Science**

Nottingham Trent University, October 2007 – November 2010

**BTEC National Diploma ICT Practitioners (ICT System Support)**

Loughborough College, August 2005 – June 2007

**ITIL Foundation**

**IOSH –Managing Safely**

**GCSE’s**

Mathematics – B, English – C