**[](https://uk.linkedin.com/pub/simon-feakes/115/15a/270)SIMON FEAKES**

84 Parkland Drive, Leeds, West Yorkshire, LS6 4PT

Mobile: +44 797 072 8125

simon.feakes@gmail.com

**Profile**

An enthusiastic, motivated and highly experienced IT administrator with almost two decades experience from 1st level support through to enterprise level systems management and administration with a proven track record of delivering and managing large and complex systems within a challenging and fast paced environment. Very adaptable to change with the ability to communicate on all levels, internally and externally. Works well both in a team and independently, with an honest and open attitude and strong personal integrity, always looking for personal and professional improvement.

**Key Technical Skills**

* Office 365 support and administration.
* Microsoft Windows 10, Windows 7, Windows NT and Windows XP Installation and Configuration.
* Microsoft Active Directory, WINS, DHCP and DNS general Configuration.
* Microsoft 2003, 2008 and 2012 server basic support and configuration
* Microsoft Office 97/XP/2010/2013/2016 Installation and Configuration along with end user support.
* Microsoft Outlook 2010/2013/2016
* General knowledge of Configuration of other Software packages.
* Print Server and Antivirus administration – McAfee ePO Enterprise solution
* Project methodologies – Prince2
* Microsoft Configuration Manager 2012 SP1 R2, 2007 R3 and SMS 2003

**Experience and Achievements**

**Communication Skills**

* Experienced communicator with skills developed over years of supporting customers, able to maintain relationships with customers and develop a repour that helps facilitate a good relationship.
* Experienced communicator both written and verbally. Able to facilitate communication with employees, Customers and management both one to one and in meetings.
* Worked many years on Incidents and problems raised within ITIL based helpdesk systems both with phone support, remote control tools and direct face to face engagement with end users
* Friendly and professional phone manner.
* Delivered communications globally within the company where information about issues and problems needs more visibility and awareness at all End User and IT levels.
* Documented and communicated process improvements and changes to end users and IT colleagues

**Teamwork**

* Flexible team player who thrives in environments that require the ability to adapt to get the job done and provide end user solutions and satisfaction
* Worked within large and smaller teams responsible to provide 1st, 2nd and 3rd line technical support for hardware and software problems to end users and IT management around the globe.
* Worked within teams to ensure helpdesk cases are progressed and resolved by ensuring all parties involved and progressing their part in the cases.
* Managed a company’s Microsoft software distribution Infrastructure with multiple 3rd party contractors reporting to me who provided technical support of the solutions

**Analytical Skills**

* Analytical skills developed through various job roles with a talent for identifying and improving processes
* Experienced in analysis of database information, log files and event viewer information to locate root causes of issues and identify trends to further help in the development of solutions
* Use of tools to facilitate solutions to operation systems, hardware and software as required and research problems with online resources.

**Time Management**

* Able to effectively prioritize tasks and work to deadlines
* Worked on system upgrade projects where tasks and deliverables need to be completed on time and adapt to changes of scope that impact on the project schedule and deliverables

**Innovation**

* Instrumental in designing and delivering as a project, the upgrade of a company’s software distribution system while introducing new technology and processes that resulted in a major reduction in the numbers of servers required to support the solution, thus bringing cost savings and improvements to the global processes
* Able to identify and deliver process improvements and technical improvements to key systems as part of job roles
* Performed as project technical lead to design, configure and roll out Microsoft SMS 2003 infrastructure across 22 countries in Europe and Middle East in 2005

**Adaptability**

* Self-Motivated, able to identify opportunities and put forward ideas and solutions
* Travelled to various destinations on different continents as needed to provide training and support projects and ongoing issues or problems
* Worked on technical and contract transition of 3rd party technical support services to ensure smooth process, skills and knowledge transfer while Clariant Services UK Ltd moved support of software distribution infrastructure between two outsourcing vendors
* Worked in environments where constant change requires learning new technologies, creating or understanding new processes and adapting to how the support model needs to change to fit with the changes

**Career Summary**

**Turner & Townsend, Leeds**

A global consultancy business serving clients in the real estate, infrastructure and natural resources sectors.

**IT Consultant November 2018 to July 2019**

Delivering First and Second line support to internal customers both over the phone with remote control and in person as required. Supporting laptop and desktop hardware and well as Operating system issues and software issues. Supporting network and locally attached printers. The role also required support of mobile VPN connectivity and data backup solutions for backup and restore of company data. Laptop builds to Windows 7 and Windows 10 including any required software and databases and user data. Assisted with the Windows 10 rollout within the company.

**ITogether, Leeds**

IT Services company specializing in Network Security and fully managed support of users and devices.

**First Line Support Technician August 2016 to March 2018**

Delivering First line telephone, remote and email support to customers with occasional site visits and assisting with the resolution of technical queries, diagnosing and resolving faults and maintaining customer satisfaction.

Supporting Microsoft operating systems and hardware for customers with a full managed service contract. As the role was new to the company, also took responsibility for helping to establish and document the requirements of the role and many of the processes involved.

**Clariant UK Services Ltd**

Multinational specialty chemicals company with sites in all regions of the world employing approximately 30,000 staff

**Global IT Solution Coordinator 2010 to May 2016**

Responsible for the solution management of the companies Microsoft software distribution and computer operating system deployment infrastructure across all geographical regions. Working with external contractors and colleagues to ensure continuous improvement and stability of the infrastructure and design and delivery of software packages from Dell that can be deliverable in automated method on a global scale. Manage projects with global impact for system upgrades and participate on projects where required as team leader or team member.

**Regional IT Coordinator 2005 to 2010**

Responsible for supporting the Europe and Middle East software distribution systems as part of the overall global system. Working closely with colleagues in European regional IT, country IT administrators and end users to identify and resolve issues with installation of software and computer operating system installation issues. Active Directory administration and Microsoft server support

**Country IT LAN Administrator 2002 to 2005**

Responsible for 2nd\3rd line support of local system architecture across multiple locations in the UK but based at the Leeds site. Provide solutions and implement changes from end user support to server installations and upgrades of infrastructure

**Country IT Systems 1st\2nd line support 1998 to 2002**

Responsible to provide end user support at 1st and 2nd level for hardware, operating system and software support. Identify, Analyze and Deliver solutions tailored to end users requirement providing customer satisfaction.

### NatWest Bank Plc

### Visa Settlement and BACS officer 1997 to 1998

**‘Tesco’ special projects officer 1996 to 1997**

**Accounting Details officer 1992 to 1996**

**New Accounts and ‘Special accounts’ officer 1988 to 1992**

**Education and Professional development**

* Prince2 Foundation (2009) Nov, 2010
* ITIL Foundation version 3 July, 2008
* MCSA Microsoft Certified Systems Administrator on Windows 2000 May, 2002
* MCSE Microsoft Certified Systems Engineer on Windows 2000 Aug, 2001
* MCSE Microsoft Certified Systems Engineer on Windows NT4 June, 2000
* MCP Microsoft Certified Professional May, 2000
* BTEC Computer technology - Passed with Distinction. July, 1999
* 4 “O” levels (GCSE equivalent) including Math’s and English