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|  | Shannon Rowney |
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| Full UK Drivers license  And own car | 14b Station Road  Bolton Upon Dearne  S638AB  07477948133  shannon.rowney1996@gmail.com |

Education

Wakefield College

September 2013 - May 2014

* Dual ICT

Kettlethorpe High School

September 2008 – June 2013

* A’s & B’s Achieved in all subjects

Experience

Pell Frischmann

IT Administrator April 18 - Present

- Provide deskside and remote support via ticket system

- Maintain back end server set ups and basic networks

- Site visits to resolve ongoing problems / setup new equipment

- Office moves

- Maintaining office 365, AD and server maintenance

- Rebuild computer and laptops, create and image machines, manage online software deployment with 3rd party software - Manage internal projects

- Help manage 3rd party suppliers to get the best equipment, software and licences

- Streamline and document procedures for processes such as new computer builds/ rebuilds / reconfigurations / upgrades

Pure technology group MSP

Service desk engineer Sept 17 - April 18

Experience

* Support and maintain Citrix, Hyper V, VSphere, MS Server 2008-2016, MS Windows 7 - 10, Mitel 3300, 5500 & 250, Sage, Office 365, Azure ( AD, VPN, replication and backup), Various AntiVirus products and Backup software, AD, Group Policy, DNS, DHCP, Mimecast
* Hosted and on premise infrastructure
* Providing technical customer service to customers over the phone using remote software and providing advice where necessary
* Assisting with other engineers and working on escalated tickets as well as escalating to 3rd line engineers where applicable

Beaumont Legal Zoom

IT Support Technician Full time Nov 2015 – Sept 17

Software

* Manage and maintain Active directory , Microsoft Exchange 2010, MS Office 365
* Support and maintain Office 2016, 2013,2010 apps, Citrix XenApp, Mitel 3300 & Various 3rd party software including remote software and Sage
* Setup and maintain desktop PCs, laptops, Mobile phones/ tablets, Servers & Network switches, Telephone system & Printers
* Work with MS Windows 7 & 10, MS Server 2010, 2012 R2, IOS & Android
* Customer facing deskside support, Field support, Office moves / setups

Firebrand training apprentice Level 3

1st line service desk analyst, Docman | Castleford

Oct 14- Nov 15

* Provide first line support to customer base on company products over the phone
* Log, maintain and be responsible for support calls, following company procedures
* Help the service desk achieve all relevant service level agreements
* Ability to prioritize workload
* Closure of support calls, providing clear details on the cause and solution of the issue.
* Correctly escalate support calls to second line, as appropriate.
* Write reports on product installation

Waitress, Pizza Express | Leeds

Weekends 2014

Sales Assistant | Topshop, Leeds

October 2013 – January 2014

Qualifications

* MS Software, Network and Server Fundamentals
* CompTIA Sec + & CompTIA A+
* Currently studying for MS Windows 10 70-697 & 70-698

Extra skills

* Fire marshal
* Events manager
* Risk assessment trained