**Ashley D Ballance**

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**Personal Profile:**

I am an experienced I.T professional with expertise with multiple system applications and hardware. I have the capability to work as a team member or independently, and can quickly adapt to the changing environments of a fast I.T industry. I am always dedicated to maintaining high quality standards and ensuring companies ICT processes are implemented and adhered to. I am always keen to learn more and want progress my career further.

**Application Skills & Experience:**

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| --- | --- |
| * Windows Server   + Windows 2008/2012/2016   + Active Directory Administration   + RDS / Thin Client   + MS VPN   + DNS   + DHCP   + GPO Policy Design * SMTP, POP3, Mobile Services   + Exchange 2007,2010,2013   + MS Exchange OWA   + Sophos PureMessage   + Spam Titan * Telecoms and Data   + VOIP (Broadsoft / Horizon)   + ADSL   + SDSL, MPLS, Private VPN * Support Desk * 1st / 2nd Line Support * OS Ticket Helpdesk Management * ServiceNow * Call prioritisation and escalation * Procedures, documentation and SLAs | * Virtualisation   + VMware ESXi 5.1 and 5.5   + VMware vSphere Client   + VMware vCentre   + Microsoft Hyper-V * Server Technologies   + HP, Dell   + NAS * Firewalls / Configuration   + Policy management   + VPN Connectivity   + Draytek, SonicWall, Fortigate * Microsoft Windows   + Windows XP, 7, 8 and 10   + Office 2003,2007,2010,2013,2016 * Backup & Recovery * Acronis VmProtect & Backup & Recovery 11.5 * Veeam * Microsoft Backup * Networking / Network Security * Cat5 Cabling * Network Switch’s (HP, Netgear) * Microsoft Backup * Sophos Anti-Virus * Kaspersky Security Center and Endpoint Security |

**Career History:**

**January 2018 - Present**

**GCI**

**Service Desk Technician**

* I work on a variety of customers providing 1st and 2nd line support
* Maintain and support infrastructure including Physical Servers, Virtual Servers, Switches and Firewalls
* Support both end users and inhouse IT to diagnose and troubleshoot issues.
* Work within SOPs and SLAs to provide a quality service for customers
* Manage and prioritise issues to customers' needs
* Manage and maintain backup solutions and AntiVirus setups
* Supporting end users on hardware and software issues
* Writing and maintaining support documentation

**October 2014 – December 2017**

**Securus Group**

**Systems Support Administrator**

**System Development and Achievements**

* Successfully implemented dual screen Thin Client technology across the businesses service departments to improve productivity with the scheduling of field based engineers. It was important the solution was Thin Client based and worked alongside existing system environments.

**Job Description**

* Maintaining and supporting a centralised IT system consisting of 3 physical servers and 14 virtual.
* Responsible for 1st and 2nd line support desk.
* Supporting over 250 users and 90 remote based engineers across 10 regional offices.
* Supporting all business system applications: - Cash4Windows, Sage 50 Account & Payroll.
* Managing all IT procurement.
* Logging all I.T related support calls to help build a support knowledge database.
* Monitoring and maintaining all company I.T equipment.
* Repairing faults on Laptops, PC’s and terminals.
* Maintaining the in-house network cabling and network points.
* Ensuring that the company back up procedure is adhered to on a daily basis.
* Setting up and configuring new user accounts onto the system with the appropriate authorised access levels.
* Maintaining the company’s Broadsoft / Horizon VOIP telephone system.
* Configuring new IT equipment in order to be compatible with company systems.
* General administration duties such as filing and housekeeping of all company documents and equipment.
* Producing IT documentation and operation manuals.
* Supporting the Group I.T & Systems Manager on a daily basis.

**October 2013 – October 2014**

**SCD Group Limited**

**I.T Support Administrator**

**Job Description**

I had a range of IT Support *duties* at SCD. I was primary responsible for the 1st Line Support Desk but was also put in charge of other key IT support areas. I was solely responsible for the support and distribution of the businesses Mobile Civil Application which was deployed through tablets, this was a key application to the business to ensure input measurements was recorded correctly and instantly fed back to the backend systems.

I was responsible for the business critical onsite and offsite backup processes to ensure the business met its business continuation strategy.

**Education and training:**

Microsoft Technology Associate Networking Fundamentals (98-366), Windows Operating Systems Fundamentals (98-349), Security Fundamentals (98-367), Server Administration Fundamentals (98-365)

CompTIA A+ 220-701 and 220-702

Level 3 Diploma Professional Competence for IT and Telecoms Professionals, Extended Diploma in ICT Systems and Principles

2011 – 2012 IT Advanced Apprenticeship (Pearson in Practice ATA)

2010 - 2011 Sherburn High School Sixth Form College

2005 - 2010 Sherburn High School

HP ATA Designing and Deployment Network Solutions

Level 2 Key Skills Communication, Key Skills Application of Number, Key Skills information and Communication Technology and Workskills for Effective Learning and Employment

GCE AS-Level Applied Business, Physics

GCE A-Level ICT

GCSE’S (A\* - C) Including Maths, Science & English

**Personal details:**

**Date of birth:** 03/05/1994

**Health:** Non-smoker

**Licence:** Full, clean UK driver’s licence

**Interests:** Problem solving, sport and socialising

**Nationality:** British

**Marital status:** Single

**References:**

Contact details provided on request.

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| Craig Prunty  Personal Reference  (Previously IT Director at Securus) | Don Copley  Managing Director | HR Department  Securus Group |