**Curriculum Vitae**

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**Personal Statement**

I am a proficient user of Windows 98/ XP/ VISTA/ 7 and Microsoft. I have also got a good understanding of Microsoft Applications. Such as; MS Office, MS Access, Dreamweaver, job track as well as other programs. I have used bespoke and non-bespoke ticketing systems such as; Jobtrack, Altiris, HP, Service now, FootPrints Other previous experience includes working on IT support helpdesks working to SLA’s to problem solve issues with software and hardware in Information Technology. I had to manage and prioritise phone calls, emails, voicemails and face to face calls and try and complete a first time fix. I possess a unique talent for delivering highly complex technical information into terms and concepts that the end users can readily grasp. Furthermore, I am multi-task oriented, enjoy a challenge.

I left high school holding 8 GCSE’s, including Math’s, English as well as a diploma in digital applications. Since high school I have completed a course in understanding management with the Open University and also completed a professional course in Excel with the QA examining body (Certificate can be provided upon request).

My hobbies include playing for Selby RUFC in the 2ndTeam (started at 9yrs of age to present), attended acting school for 14 years.

**Skills**

* Ability to work to tight timescales and key milestones.
* Prepared for some domestic and international travel as required.
* Highly numerate and analytical.
* Creative thinker, excellent communicator and influencer.
* Experienced in 1st and 2nd line Support
* Excellent customer facing, communication and rapport building skills.
* Experience of Windows, Office 365, VMware Horizon, VPN, SharePoint, Citrix, Active Directory, Exchange, Windows Server, System One, SAP, MS Exchange, NHS Mail, Numerous ticket logging systems.
* Thorough understanding of computer and networking concepts.
* Physically fit, able to work in confined spaces, crawl and lift heavy objects.
* Able to prioritize in a complex, fast-paced environment.
* Willing to work flexible schedules / shifts.

**Experience**

**Organisation – NG Bailey – Short contract**

**Job Title – IT Service technician**

**Dates –** 01/12/2015 – 25/01/2016

**Details –** Using my knowledge from my previous roles I quickly picked up the call logging software and started on the phones to try and keep the SLA’s to the targets set. We worked hard as a team to log calls and either perform a first time fix or escalate to the correct team/ level. During this contact there was multiple changes including an email migration onto Office 365, new software and a printer roll out across all sites.

This was an ITIL environment

**Organisation – NHS – BDCT - Short contract**

**Job Title – IT Service technician**

**Dates –** 21/09/2015 – 20/11/2015

**Details –** This was initially a one month contract extended to two to cover a shortage of staff. I worked quickly to pick up the software; footprints, Securenvoy (Remote log on authentication system), ESR, System one, Rio etc. This allowed me to answer as many call as possible, whilst completing any open calls within the queues as possible. We received calls 3 ways; email, phone and walk-ins (Face to face). Upon receiving a call I would start with the 5 main questions to get an idea of what the issue is, who, what, where, why, when and how. Dependant on the issue I would either perform a first time fix or escalate as necessary.

**Organisation – NHS – Blood and Transplant - Short contract**

**Job Title – IT Service technician**

**Dates –** 14/04/2015 – 26/06/2015

**Details –** I was brought into this role as a Service desk technician to work through a backlog that had mounted through a shortage in staff. From the moment I entered this role I worked hard to pick up a large number of their systems so that I could complete work as quickly and efficiently as possible. Whilst working through the back log I was also answering the phones and trying to resolve a first time fix for most of my calls, any that I was unable to complete would be escalated to the relevant team. I am also not afraid of asking a colleague. Within this role I used Active Directory, Exchange, Windows 7&XP, NHS Mail, BES (Blackberry Enterprise Server), Citrix and more.

This is was ITIL Environment.

**Organisation – Leeds University – Short contract**

**Job Title – IT Service technician**

**Dates –** 27/01/2015 – 26/02/2015

**Details –** At Leeds University I worked as an IT technician responding to any IT related incidents that were reported by the helpdesk. This could range from issues downloading a file to changing toners, drums, paper and checking paper jams in Konica Minolta printers. I would have a radio which the helpdesk would call me out to places around the campus. Service Now was the ticketing system we used to keep track of any calls that needed to be responded to.

**Organisation – CRODA**

**Job Title –** IT Helpdesk Administrator

**Dates –** 17/09/2014 – 26/01/2015

**Details –** I contracted at CRODA as a helpdesk administrator. This role refined my abilities to create accounts at a fast pace, adding, modifying and deleting up to 40 accounts a day. I would start the day by looking at all of the calls in the helpdesk to see which I could escalate to other teams, such as network support and Site IT etc. I would then look to see if there were any urgent accounts or issues that needed completing. I then used my management skills to prioritise other calls which needed to be completed the quickest. Once I had put the calls into order I would try and implement a first time fix. This would allow me to move calls on quicker. Any calls that I was unable to complete I would put the call into a folder and complete once I had the necessary materials. The role also required me to take on other responsibilities such as; creating the monthly newsletter that was sent out globally to over 3800 users, which meant I had to liaise with colleagues from around the world to collate information for the newsletter.

**Organisation – Securaweb**

**Job Title –** IT technician

**Dates –** 14/04/2013 – 31/08/2014

**Details –** After I finished at Fujitsu Siemens I returned to Securaweb to carry on problem solving on the clients systems. I took time changing passwords, creating new users and using windows and MS office. I have helped patch servers.

**Organisation – Fujitsu Siemens**

**Job Title –** IT technician

**Dates –** 18/03/2013 – 01/04/2013

**Details –** At Fujitsu Siemens I worked as an IT technician taking calls from multiple companies. I had to take their call and work my hardest to problem solve the issue that they were having. If I was unable to solve their problem then I would firstly ask my colleagues on the desk whether they were able to help. If they were unable to help then I would seek advice from my line manager.

This is was an ITIL environment

**Organisation – 1st Byte IT**

**Job Title** – IT Technician

**Dates** – 16/07/2012 – 27/07/2012

**Details** – During this role, I completed incident tickets and took details of the issue, these issues ranged from computer not turning on to servers not backing up. As well as working on Microsoft, I worked on Mac, which is something that I hadn’t worked on before.

**Organisation – Securaweb**

**Job Title** – 1st line support engineer

**Dates** – 11/06/2012 – 13/07/2012

**Details:** - This is a Temporary Role for someone who is on maternity leave. This is solving any issues that come into the business. I have been with this company for three days and I have already done a large amount of work on Windows XP/7, Ms Office 2003/ 2010, Active directory as well as some auditing.

**Organisation – Enserve IT**

**Job Title** - Junior 1st line support engineer

**Dates** – 06/02/2012 – 09/06/2012

**Details: –** I worked in an IT apprenticeship. In this roll, I also learnt how to log defects on a bespoke software called ‘Job Track’ that occurred with both internal and external client’s assets. Where I was taught how to engineer, laptops, desktops, mobile phones and servers. Being a 1st line engineer means that I support end user’s equipment via phone or email. I would have to study each problem and create a step by step resolution. I then had to solve and update the call as necessary. Once normal service was resumed, I would be able to close the call.

I also travelled to Colchester to assist with an office move. This entitled hard work and long hours to complete. Whilst away I learnt how to ‘patch’ a server to relevant ports, how to work as a team when an issue occurred. I also was taught how to take down a server and to know which order to do this in.

This is an ITIL Environment, where we would concentrate on delivering an effective level of service to the end users. This meant making sure that SLA’s were met and that the user was happy with the level of service provided.

**Education**

School - Brayton high school, Doncaster Road, Selby, North Yorkshire (2006 – 2011). Achieved 8 GCSE’s Grade C including Maths, English, IT.

Diploma in Digital Applications

I have completed an Understanding Management course with the Open University.

Professional certification in Excel

**Hobbies and Interests**

10 years acting (Stage coach) on stage with Russian Opera company, Aida, Turandot, Tosca, La'boheme, Les miserables (Gaveroche, at Leeds city verities) Joseph and his technicoloured dream coat York opera house (West end production). Film production by Rippon Saint John (main character) comedy stand up, Received a positive review in Harrogate festival (playing a comedy character) by a theatre critic.  
  
5 years as an air cadet where I managed to work my way up the classification structure to the position of Senior Cadet. This means that I have passed over twenty tests consisting of questions to do with the RAF as well as how the dynamics of an aircraft allows flight. I also spent a period of seven weekends on a gliding scholarship course and then flew solo gaining silver wings.  
  
I also enjoy keeping my fitness up by playing rugby in my spare time at Selby RUFC in the 2ndTeam (started at 9yrs of age to present).