**Joseph White**

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**Personal Profile**

A driven technical candidate with a history of strong interpersonal skills, striving towards the next big step in the technology space. I currently provide technical support for an in-house IT Team for a national construction products company. I have been demonstrative in changing the support pathways for customers, always pushing for a better level of service and taking on new responsibilities wherever I can. I am passionate about technology, learning, and when not working, climbing and cycling.

**EXPERIENCE**

**Customer Support/MDM Analyst** January 2018 – December 2018

Samsung Client, Capita | Leeds

* Support role within business team, managing technical queries and large scale MDM solutions.
* Testing, implementation and rolling out business solutions for large public and private sector clients in accordance to assigned roles from team leader.
* Maintaining High-Level technical expertise on Samsung Galaxy Handsets. Knowing how to troubleshoot problems effectively, manage relationships with clients and manage expectations with users.
* Providing an escalations end point for L1 technical agents, managing complex technical queries.
* Owning the device support process from initial consultation to final resolution.
* Providing MDM network and database troubleshooting for clients (SDS, BES12, Meraki, Airwatch)
* Developing reports for identifying areas for improvement and then implementing updates to ensure these problem areas were resolved.
* Demo Samsung mobile devices to L1 support staff ensuring good knowledge dissemination and providing Q&A feedback loop.

Key Accomplishments:

* Lowest average handling time of technical issues within team.
* Implemented a major change to backend knowledge base, developed an MDM database for as well as the most overall additions to this system during this period.
* Ensured that change control management was in place for rapid iterations on technical support documentation and minimal disruption.
* Developed a cloud based logistics pipeline to ensure asset management deployment and minimise compromised or missing devices.

**IT Support Analyst** June 2019 – July 2019

Encon Group | Weatherby

* Part of a 3 person team providing break/fix, route cause analysis as well as deployment, management and maintenance of infrastructure for 1000+ endpoints.
* Responsible for helpdesk support over via ServiceDeskNow and phone, as well as onsite repairs/builds via Ghost and network deployments via PDXDeploy.
* Management of AD and Azure AD backend, including users, mail groups and security policies, as well as GPO management.
* Licensing for Microsoft business premium suite via O365 and Exchange as well as windows endpoint licensing for 400+ users. Currently in process of W10 deployment.
* Implementation of web and email filtering via Mimecast management console, creating and modifying security groups and delivery rules.
* Preparing security reports from email and ServiceDesk backend for management.
* Office moves for staff including networking switches, wifi via Meraki and configuration of phones via 3rd party support teams.
* Supporting proprietary UNIX internal sales system, managing user base and amending sales orders and purchase requests.

**PERSONAL DEVELOPMENT**

**Setup and development of personal HomeLab:**

* ESXi and VMware virtualisation deployments
* Practical uses include Plex server, networking experience development, such as a PiHole VPN for home network and PfSense for network firewall.
* Practice with small scale MDM deployments (Miradore, Casper) to understand other front end client systems, using CompTIA Mobilty+ as a framework.
* Small scale cloud experience using Amazon AWS for remote hosting (EC2, Glacier).
* Learning linux via linuxjourney.com/linuxacademy
* cloudGuru for AWS cloud networking and management

**EDUCATION**

**Current certifications:**

* Cybrary Micro-Certifications
* Android Enterprise sales Associate and Professional Certifications
* Salesforce Trailblazer Cert
* VMware Bootcamp Cert

**Currently studying for:**

* ITIL Foundations v3
* RHCSA
* AWS Associates Trifecta

**Leeds University** | Sociology and Social Policy Left March 2017

* Completed 2 years of study, left due to health issues.
* Worked within the IT Helpdesk in a support role to compliment studies

**Greenhead College**

* A levels in Politics, English and History