Tyrone OXFORD | curriculum vitae

***PERSONAL DETAILS***

Tyrone Oxford

15 Tyersal Walk **Mobile** 07435232896

Tyersal **Home** (01274) 656795

Bradford **Email**  tyroneoxford27@gmail.com

West Yorkshire

BD4 8ER

***EDUCATION***

2010 - 2016 Buttershaw Business and Enterprise College, Bradford

×10 high-grade GCSE passes (2014/2015/2016)

2017-2018 QA, Leeds

Infrastructure Technician Level 3

***PERSONAL SUMMARY***

A confident, reliable and sociable IT support engineer with extensive practical experience of working with computers and resolving support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer-based information systems, as well as having an eye for detail and able to multi-task under pressure.

An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and individually.

Now looking to gain more experience and widen my knowledge to progress into a 3rd line engineer role by working for an ambitious and expanding company.

***ASPIRATIONS***

My goal for the next couple of years is to progress from a 1st/2nd line role to a full time 3rd line engineer. To get there I will continue to strive for excellent customer service and deal with more technical tickets/issues at every possible opportunity. Simultaneously, work towards gaining multiple qualifications such as: MCSA, AWS, CCNA etc.

Further down the line I would like to move onto a technical lead role and be the head of IT at an established company. Being responsible for managing and overseeing all technical projects and major technical issues.

***RELEVENT EMPLOYMENT EXPERIENCE***

**Rabb IT Ltd** February 2017 - Present

1st/2nd Line Support Engineer

Initially started as an apprentice then onto 1st/2nd line support engineer part of support team within a leading Managed Service Provider. Providing networking and end-user support for over 40 SME.

Duties:

* 1st/2nd line support to wide variety of clients/personality
* Maintaining backups
* Controlling network outages and ensuring sites are back up in a timely fashion
* Managing complaints or challenging phone calls
* Taking calls, creating tickets and seeing them through to completion
* Performing updates to network devices out of hours
* • 2+ years’ experience in IT Support established MSP
* Experience with Mac
* Excellent working knowledge of Windows Server 2008 to 2016
* Exchange server 2010 experience
* Working knowledge of Virtual Servers, Hyper-V
* Excellent working knowledge of Office 365 and Active Directory
* Good knowledge/experience of troubleshooting networking protocols and technologies such as TCP/IP, DNS, DHCP, routing and VLANs
* Server / Workstation hardware (Upgrade/Migration/Rollout)
* Mobile technologies - Android / iOS

***Projects***

**PC refresh / Upgrade**

**Client Position**

Off the back of our client having a new server installed I suggested they could carry out a PC refresh and Hardware upgrade to bring the infrastructure in line with the latest operating systems and security patches.

I suggested replacing some of the old windows 7 PC’s with windows 10 and upgrading the rest with Ram / SSD upgrade

Projects steps

1. Audit the company network to find out what the make, model, age and spec of all PC’s. (Run memory scanner to make sure the PC’s can support 8Gb and the amount of Ram slots)
2. Identify which PC’s could be upgraded and which would need to be replaced
3. Contact supplier to find out the price for 3 replacement Windows 10 PC’s
4. Setup the new PC’s with office, Chrome, Digita, printers, updates etc.
5. Take PC’s to site install and transfer all user data etc.
6. Installed 4 GB stick of Ram and clone the remaining user’s PC’s to SSD

**Sophos Encryption**

**Client Position**

Client would like to protect all company devices and data via device encryption. A 3rd party consult with a back ground in GDPR compliance recommended increasing security on mobile devices.

I was tasked with rolling out the Sophos encryption to Windows and Mac OS devices.

Projects steps

1. I had to get a list of all devices on the network, check their specs (can only encrypt Windows devices that are on Windows 10 Pro) and asset numbers – used company RMM to accomplish this.
2. See which asset was assigned each user.
3. Split the list of devices between my team.
4. Go to site to, sign into each computer and install Sophos Complete installer (installs endpoint AV and encryption).
5. Once installed, set a BitLocker PIN and restart.
6. Verify device has been encrypted via the Sophos Partner Portal (make sure it’s in the encryption group and has the recovery key).

**Office 365 Email**

**Client Position**

Our client required all users emails to conform to the new email convention of first.lastname. I was tasked with identifying which users needed to be amended and implement a project schedule.

Projects Steps

1. Make the E-Mail [first.last@domain.co.uk](mailto:first.last@domain.co.uk) in the General Tab of the user’s AD account.
2. Ensure each user’s sAMAccountName was set to their first.last name in Attribute Editor.
3. Download/install ADModify which allowed me to rollout [first.lastname@domain.co.uk](mailto:first.lastname@domain.co.uk) to each user in Active Directory, making this the user’s primary email address through one command.
4. Forcing the sync between AD and Office 365 through a PowerShell script.
5. Confirming it was successful by checking Office 365.

**Office 365 Two factor Authentication**

**Client Position**

Our client’s emails suffered from a security breach and require a solution to add extra security to their email solution. They were using office 365 for emails enabling me to rollout 2FA across the business to all users.

Projects Steps

1. Work out which email accounts needed 2FA Authentication enabling.
2. Sign into Office 365 with the organization’s global admin account.
3. Go into the admin portal, then into Active Users and into Multi-Factor Authentication.
4. Set the only verification method as ‘Text to mobile phone’.
5. Enable MFA for each eligible account.
6. Get in touch with each user, signing them into the OWA, putting their mobile in, entering the verification code, making a record of the app password.
7. Confirmed 2FA was enabled by signing into the OWA in incognito tab then a verification was needed.

***OTHER EMPLOYMENT EXPERIENCE***

Go Bowling Bradford, West Yorkshire (Part-Time) 2016 - 2017

Position: Barman/Customer Care Team

***ADDITIONAL QUALIFICATIONS***

April 2017 QA College

MTA Networking Fundamentals

November 2017 QA College

Cloud Fundamentals

December 2017 QA College

MTA Mobility and Device Fundamentals

December 2017 QA College

BCS Level 3 Business Processes

January 2018 QA College

BCS Level 3 Coding and Logic

***ADVANCE SKILLS AND KNOWLEDGE AREAS***

* Technical Support / Customer Care
* Software Installation
* Hardware Installation
* Active Directory Management
* Network Administration
* WANs / LANs
* VPN
* MS Office 2013/2016
* Office 365
* SharePoint
* Unifi
* Draytek Routers
* DiskStation/QNAP
* Mac Support
* Maintaining backups

***ADDITIONAL INFORMATION***

My current employer requires up-to one month’s notice.

***REFERENCES***

References and letters of recommendation available on request