Kirk D Preston

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Profile

With over 5 years in first line support in the IT industry, as well as supporting home users, Kirk has a passion for helping users of all abilities and enjoys the challenges of resolving PC problems and knows how to provide excellent customer service and manage the customer’s expectations. Here is an individual who has a desire to learn just finished at Leeds Beckett Headingley studying BSc (Hons) Computer Forensics and Security.

Volunteering

**March 2019 – Present**

**Geeksroom, Bramley, Leeds**

Volunteering at geeksroom, which helps children learn about programming using scratch, codecombat, also to fix PCs and Laptops.

related awards

* City & Guilds Visual Basic Level 1
* City & Guilds PC Networking
* NCFE Interactive media Level 1 and 2 (Dreamweaver 8, Flash, Fireworks)
* CompTia A+
* ECDL

Future

**Oct 2015- June 2019**

Just finished at Leeds Beckett University studying Computer Security and Forensic for 3year. Year one involved studied the fundamental of computer programming using Java, Web development writing in HTML and CSS3, which included using foundation. Database theory and practice using SQL in Oracle Apex 5, Systems Development, computer systems and Forensics and Security. Also Computer Forensic Processing using Encase 8, Software Development more Java programming, Digital Security Landscape.

Year Two, the studies has been about network forensic and security, internet system development which included learning about PHP programming and a team project regarding a start-up company network and advising on the network problems and the physical security of moving to a new location.

Year Three, the studies are regarding mobile forensics, Incident response, Production Project in security or forensics, Forensic investigation Techniques, Advanced digital security

experience

**Yorkshire Ambulance Service, Wakefield**

**Feb 2018 –June2018**

**1st/2nd line support: -** Whilst at the Yorkshire Ambulance Service, the role involved supporting staff relocating to other areas due to decorating, removing and setting up their equipment and moving equipment back when the new area had been completed. Installing new laptops, docking stations and rewiring network cables. Network patching in the server rooms. Moving equipment to the required storage areas as it arrived.

Supporting the migration to NHS mail, which involved creating documentation and providing advice for IT staff and users regarding NHS mail. Resetting passwords. Liaising with the project manager regarding NHS mail i.e. concerns, questions and solutions. Updating names etc… in NHS mail and AD with the details. Emailing and phoning Accenture regarding any problems.

Reimaging Toughbook’s and writing a security report regarding the vulnerabilities found. Installing hardware in PCs and setting up equipment at other sites

Remoting to laptop or desktops using Dameware mini remote access and Igels via Tight VNC, with details from Igel UMS5. Supporting Windows 7 /10 machines, Microsoft outlook 2010, resetting windows password. Using AssetDB to find users machine names, liaising with other service desk members for ESR logins and password resets and adding user permissions on smart cards also advice on policy and procedure or advice on how to use software. Making voice comms or infrastructure aware of any potential major problems. Logging calls on Assure, speaking to users via phone, email, in person or via Assure.

**Oasis Academy Lister Park, North Ave, Bradford**

**Aug 2016 – Sept 2016**

**ICT Technician: -** A contract role with Roc-Search, supporting staff and students. Reimaging new and existing desktops and laptops to windows 10. Removal of old equipment, installing of new desktops, laptops and assisting in installing of new switches. Password resets, installing of software and drivers, diagnosing computer and network faults, network patching. Creating and updating accounts on Active Directory and Exchange, Supporting staff face to face, or via email on windows 7 or 10 machines.

**Asda, Asda house, Great Wilson St Leeds**

**June 2015 – Sept 2015**

**Service Desk Analyst: -** A contract role with Ricoh supporting Asda HQ staff face to face or via the phone or messenger to resolve their laptop or desktop needs. The role involved resetting passwords, recording updating calls on Remedy, installing drivers.

Remoting to machines via VMware, RDP or Cisco Jabber. Installing software Microsoft office, SPSS, Java, Flash, VPN etc...

Assigning group permission in AD, creating contact groups, advising on PST and Symantec archive in outlook. Resolving wired and wireless network problems

Creating and updating user and service desk documentation on new and existing problems. Liaising with the laptop team for laptop reimaging, hard/software issues and windows upgrade from XP to 7. Windows profile resets, backups of data

**Bradford District Care Trust, New Mill, Saltaire, Shipley**

**Sept 2014 - May 2015**

**IT service desk analyst: -** A contract role that involves speaking to user’s face to face, over the phone or contacting via email regarding incidents and requests. The role would involve collating information on faults or requests on a call logging software called Footprints. I would diagnose the issue and resolving the fault at first point of contact where possible using the local knowledge base, consulting colleagues, other teams or browsing the internet. Where required, appointments would be made for users to bring in the laptops for reimaging, software updated or further investigation of problems. Second line engineers would be booked to see users on site or third line to investigate global problems like a site down, network or server problems also restoring files and spam.

Supporting Windows 7 user’s on laptops and desktop machines by connecting to user’s machines via Lync or SCCM 2012. The role also involved adding group policies or network requests to user accounts in AD, set up new logon accounts in AD, setting up new group email account or a distribution list, updating existing details in AD and exchange, deploying software via SCCM 2012, adding local and network printers, resets passwords for Window and Rio, supporting SystmOne. Other area included updating the knowledge base on existing and new solutions and liaising with 3rd parties like Dell for warranty repairs, resyncing Blackberries and supporting Windows 8 tablets and IPad also general office administration.

**NHS, Douglas Mills, Bradford**

**April 2013 – Sept 2014**

**Service Desk Analyst: -** A contract role which involved recording faults and requests in a call logging software called Vivantio. I supported Windows 2000, XP and windows 7 users on desktop and laptops also users on terminal using VMWare that I connected to using VNC.

The role would involve speaking to users face to face, over the phone or via email. Where possible, faults or requests would be resolved at the first point of contact, if required we would assign to the required area or department like 2nd or 3rd line.

The job entailed supporting user on Microsoft office 2007 and 2010, supporting SystmOne, setting up local and network printers,adding group policies or network requests to user accounts in AD**,** resetting passwords for Windows, updating existing calls, also updating the knowledge base on existing solutions and creating new solutions and general office administration.

**Experian, Scorex House, Bradford Jan 2013 – 20 March 2013**

**Service Desk Analyst:** 3-month Contract. Logging incidents, requests and change orders in USD for Businesses via Email or phone. Chasing updates from Clients or colleagues. Assigning incidents, requests and changes to the relevant departments. I would create licenses for bespoke software.

**Jan 2012 – Jan 2013**

Carer for my Dad

**Manpower, Lloyds TSB Group, Cotes Lane, Pudsey August 2010 – Jan 2012**

**IT Service Desk Analyst**: -Part of a project to move 30 million accounts transferred from HBOS. Biggest financial project of its kind ever at the time

As Part of the warranty team at Lloyds, I was involved in support projects before these were released to the main business. The result of this was a successful implementation of the biggest account transferred at the time and the switching of systems for HBOS to Lloyds.

This role involved getting everyone moved to a single exchange platform, getting ready for chip and pin. We supported windows XP laptops and connect via Tivoli remote access to support a bespoke software call Plan.It, also helping users with the new remote access software for user called VSRA (Vodafone secure remote access)

We resolved faults where possible at the first point of contact over the phone or via email on a call logging software call Smart (this was a version of Remedy), if we could not resolve the problem these were passed to the required area or department e.g. the developers, 2nd or 3 line.

Other areas included helping users with blackberry problems, arrange for replacement laptops to be delivered, mapping drive, resetting windows password, updating the knowledge base called knowit on existing and new solutions,. We would monitor incident queues to ensure user issues are being resolved in a timely fashion by updating existing calls and liaising with other team or departments for updates.

Escalate common incidents for further analysis so a permanent fix can be established and prevent future incidents from occurring also take calls from other areas of the business when we were quiet.

**July 2010- August 2010**

Left Santander due to illness

**Abbey National (now Santander), Bradford Interchange, Bradford August 2003 – July 2010**

**Mortgage Retentions consultant based in a call centre**, describing products in layman terms, objection handling, general office duties, using sales techniques, recording information on various databases. Selling insurance products to existing customer (mortgage protection, building & contents & life) also credit cards and current accounts, adhering to service level agreements.

**User Acceptance Software/testing**, a year’s secondment experience testing mortgage retention system prior to business release, Business analysis for the purpose of ensuring adequate test coverage. Identification of data requirements. Script testing scenarios against defined business requirements. Scripting testing scenarios for regression. Test execution using the defined tools. The raising and tracking / escalation of faults on **Test Director**. Creating test scripts, liaising with various areas of the business, working to deadlines.

**Temp for Kelly’s, Abbey National (Now Abbey). Bradford Interchange June 2003 – August 2003**

**Data entry/admin,** changing names on bank accounts, ordering cards, filing, general office duties

**Temp for Spring Personnel, Jarvis, Station Rd, Shipley April 2003 – May 2003**

**Data entry/Admin,** general and specific office duties, customer relations, administration duties, data entry of track information

**Yorkshire Multi-Media Services, Factory St, Dudley Hill, Bradford Jan 2003 -April 2003**

**Refurb Technician/Field Engineer,** installing TVs, DVD players, Video Recorder etc…. at customer home, visual & audio problem solving at customer home or workshop.

**Filtronic Comtek, The Waterfront, Salts mill Rd, Saltaire, Shipley Dec 1996 – Oct 2002**

**Assembler**, building filters, Soldering components

**Quality Auditor**, inspecting products to company & customer specs, reporting findings to management, Resolving Faults

**Calibration Controller**, calibrating equipment in house & despatching equipment to calibration houses. Amending database records. Repairing equipment. Participated in progressing to in-house system from Lotus Approach

**Customer Returns Admin**, logging products on company / customers return system & despatching off systems. Reporting to customers / managers, answering queries, problem solving & prioritising returns. Participated in progressing to in-house system from Lotus Approach.

**Production Admin**, reporting to management with reports, building spreadsheets/databases (Excel/Access) for staff or management, Queries on Production from staff or management.

**Bar-staff, Manager, and Landlord** **1990-1996**

Serving drinks & food, Cashing Handling, ordering stock, Hiring Staff, Cleaning, resolving customer/staff problems, Organising rotas/functions, taking function room & bed & breakfast bookings.

**McDonalds 5 Star Crew member 1988-1990**

Preparing & serving fast food, cleaning, cash handling, stock receiver

Education

**1985-1988: Greenhead Grammar School: seven** GCSEs

English, Maths, Physics, CDT, Chemistry, Microelectronics and French