Glichy Bedyson

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**Personal Statement**

I am highly competent and enthusiastic IT support engineer with experience of providing advice and practical assistance to system users via the IT service desk telephone system and remote support software tools. Highly focused with a comprehensive understanding of dealing with 1st and 2nd line support calls and good knowledge of ITIL processes. Having the ability to maintain a high standard of customer service for all support queries and possessing strong analytical and documentation skills

I always enthusiastic to learn and undertake new challenges and seeking a suitable position with an ambitious & exciting company. I am also currently self-studying for CCNA Security.

**Education and Qualifications**

* Cisco Certified Network Associate CCNA R/S

**Middlesex University** [ October 2013 – May 2017]

* **Bachelor of Science in Computer Network** ( 1st Class Honour )

Course Modules:

Advanced Networks Design and Security

Individual Project

Network Analysis and Troubleshooting

Network Management Design and Support

**College of North West London** [September 2009 – June 2013]

* BTEC Level 3 Extended Diploma in IT (Grades Double MERITs & PASS)
* BTEC Level 2 Higher Diploma in IT (Grades Double MERITs)

**Newman Catholic College School** [September 2007 – July 2009]

* 6 GCSEs includes Maths, English, ICT, Sciences, Geography, and French.

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**Areas of Experience**

Cisco Routers/Switches

Network Installation/Cable pathing

Hardware/software installation.

Active Directory admin

Network Lan/WAN & PC Troubleshooting

O365 Admin

Customer Service Skills

**Professional**

CCNA Routing & Switching

ITIL Foundation v3

Diploma in BSc Computer Network

NVQ Level 2 Fitness Instructor

**Employment History**

**Service Desk Technician (Contract)** [08/10/18 – Present ]

**Robert Walters** Covent Garden, London

* Act as a single point of contact for phone calls and emails from internal employees regarding IT issues and queries.
* 1st line support- troubleshooting of IT related problems from software to hardware, such as Laptops, Windows Surface Pro, Pcs, and Printers
* Log all calls in the Service Desk Call Logging System (SCSM)
* Support users within Citrix environment, Microsoft Pro 4, Mitel Telephone system, and Mimecast.
* Troubleshoot network issues such as wireless and wired connectivity issues.
* Use remote desk support access to perform troubleshooting.
* To maintain a high degree of customer service for all support queries and adhere to all service management principles.
* Keep customers informed on progress and work to SLA’s and process.
* Escalate unresolved calls to senior engineers.
* Take ownership of user problems and follow up the status of problem on behalf of the user and communicate progress in a timely manner.

**IT Support executive** [27/11/17 – 05/10/18 ]

**Winkworth Franchising** Mayfair, London

* Provide 1st and some 2nd line support for users diagnosing and resolving technical issues, providing support for printers/fax/scanners, Patching of network and phones, Antivirus installation to desktops and laptops.
* Design and documented network architecture using MS Visio
* Use remote access to perform troubleshooting & Face to Face support
* Support e-mail platform (O365 & G Suite and On-premise exchange), CMS and other information systems.
* Perform data storage and security and backup using Veeam and zystra server.
* To assist with end user system updates and monitoring. Including spyware removal and testing, virus checking, ensuring backup of data files, etc.
* To assist with the development and implementation of specific projects as required by the organisation.
* Installing new IT equipment for office move or onboarding.
* Creating and maintaining IT documentation.

**1st Line IT Support (Contract)** [24/07/17 -20/11/2017 ]

**Clancy Docwra** Harefield, Middlesex

* To provide technical support, answering support queries either onsite or via phone or email. To take ownership of user problems and be proactive when dealing with user issues. To log all calls on the call logging system and maintain full documentation.
* Assisting with new users and leavers of the business including sourcing  
  hardware, creation of accounts, and arranging return of equipment. This includes laptop, desktops and tablets using Windows 7/8/10
* Creating new joiner account on the system including Active Directory, Exchange and with all other access requirements
* Hardware installations and moves, Support of Microsoft Office products 2010/2013/2016 including Outlook 2013/2016
* Escalating issues to 2nd/3rd line support, Responsible for new staff IT inductions
* Using VMware Airwatch for Mobile devices staging and management.

**Key Skills and Competencies**

* Relevant 1st and 2nd line / Helpdesk support experience
* Strong knowledge of Microsoft based operating systems with emphasis on Windows desktop technologies (XP / Vista / Windows 7, Mobile devices.

**Technical Skills**

* **Hardware skills:** computers assembly & disassembly, hardware and software troubleshooting. Operating system and application installation and upgrading. Network component & peripherals installation. Good understanding of Patching network cables, cables installing and making.
* **Switching & Routing Protocols:** EIGRP, OSPF, RIPv2, NAT, STP, EtherChannel, ACl, Basic BGP, FHRP, VLANs, HDLC & PPP, PPPoE, Basic MPLS, GRE
* **Operating System:** Good understanding of Windows 7/8/10, Windows Server 8 to 12, HyperV, Basic Linux, Cisco IOS, Android OS.
* Good knowledge and skills in subnetting IPv4/IPv6, TCP/IP Model, IOS Model, VLSM.

**Customers Care**

* Excellent interpersonal skills demonstrated in the ability to effectively serve customers and develop strong working relationship with customers and staff.
* Calmly deal with any problem especially in busy environment.
* Maintain face to face relationship with both customers and colleagues via telephone, email as well as other written correspondence.

**Problem Solving**

* Ability to analyses problem by gathering and organizing all relevant information
* Identifies cause and effect relationships and comes up with appropriate solution.

**Time Management**

* Planning time to ensure tasks are delivered to a high standard and on time. e.g studying whilst having a part time job.
* Adapting plans to changing circumstances and allocating time for specific tasks by creating schedules.

**Hobbies and Interests**

I love every minute of taking my 3-year old daughter for a walk, zoo, farm, and park. I like Internet surfing. I like keeping myself fit and health. therefore, I take part in fitness activities from time to time, I also like watching movies at home or go to the cinema with friends. I do enjoy taking part in church activities.

**Other**

Full and clean UK driving licence.

Nationality: British Citizen

References available upon request