**Rio Joahill**.

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**Career Profile**

Highly versatile and talented IT Engineer, who is motivated by customer service, thrives in an IT service environment with a clear understanding of ITIL processes.

**Key Strengths**

**Resourceful, ambitious and committed:** built rapport successfully with a variety of customers, across a range of disciplines to achieve targets, and maximise effective customer service and performance.

**Great interpersonal skills & a excellent communicator:** liaised with a variety of different people while in teams to successfully complete deadlines and achieve service level agreements/SLAs

**Key Skills**

* Calm, friendly, and polite approach at building rapport with clients, and internal colleagues.
* Researching and installing/imaging new systems, including Windows 10, Windows 8.1, Windows 8, Windows 7, OSX, Linux (Ubuntu) and Android, Windows Server 2012 R2 -2016, Active Directory, Citrix and cloud based computing, as well as MS Office 2003-2013, proficient in Windows Azure, specifically Office 365 and Azure Exchange.
* Strong drive for learning and improving my skills in: Microsoft Exchange, Active Directory, Citrix and Windows Platforms.
* A strong interest in VMware: Installing Operating systems/Virtual Machines, making snapshots and testing applications.

**Career History**

**The University of Manchester;** 05/2019 to 06/2019 Short term contract

**Second Line Support Engineer/Field Engineer**

Deploying, and setting up IT equipment across the university estate and using SCCM to remotely deploy exams during the exam period.

Assisting, and supporting users, in a Hybrid Microsoft office 365 environment.

**Arts Council England** 10/2018 to 12/2018

**Service Desk Analyst**

1st point of IT related contact, for employees of the UKs’ governing art body with IT incidents and requests.

Day to day support of Office 365, Windows Azure Active Directory, Exchange Online, Cisco Telepresence Management Suite/TMS, Citrix Xenapp administration and desk side support.

**1st line duties:**

* Actioning, and logging tickets, coming through as calls, or emails within in-house call logging tool.
* Communicating and consulting with 3rd party organizations such as Citrix, and O2.
* Completing requests and fixing incidents within agreed SLAs
* Fixing software, and hardware incidents as and when required.
* Setting-up virtual conferences within Cisco TMS.
* Password resets via Active Directory.
* User Administration within Citrix.

**2nd Line Duties:**

* Creation of user accounts within Azure Active Directory, and MS Exchange Online.
* Deprovisioning of user accounts within AD
* Imaging of corporate devices.
* Configuration of MS Skype for Business on client devices.
* Configuration of networked corporate devices.
* Desk side support for incidents and requests that require a physical presence.
* Setting up users for Citrix Workspace on Mac OSX as well as Windows platforms.

**Training of Permanent Employees:**

* Training in the Cisco TMS console.
* Office 365: MS Outlook profile configuration.
* Citrix Admin console.

**Brother International Europe Ltd** 06/2018 to 08/2018

**IT Operations Engineer**

Working for one of the biggest producers and suppliers of multi-function printing devices, and managed print services, supporting a multitude of users across a hybrid windows 10 estate, with a heavy focus on Windows Azure Active directory, Exchange Online, and Office 365 Administration.

**1st line duties:**

* Receiving and actioning calls as a first point of contact for the European offices.
* Triaging service requests/incidents and tasks as and when they come in.
* Working as part of a dedicated team to ensure full I.T coverage of users.
* Using Jira-service desk, to create and action new and existing tickets.
* Working in accordance to SLA, and GDPR.

**2nd line and administrative:**

* Creation and administration of Windows accounts: both provisioning and de-provisioning.
* Setting up, and administrating email accounts using both exchange online, and exchange on prem.
* Installation of windows software, operating systems, and specialist software in accordance with the business.
* Adding devices, and mobile devices to the domain.
* Building, and upgrading devices across the corporate domain,
* Creating backups, and snapshots using VmWare.
* Working in partnership with IBM to maintain the new infrastructure, and administrating their users in accordance to Brothers policies and procedures.

**Travelling around the Caribbean** 07/2017 to 06/2018

**Lateroom.com;** 05/2017 to 07/2017

**2nd Line Support Engineer**

Supporting designers, artists, customer services, HR, account managers, and senior management, across the following platforms and technologies

**Stagecoach Bus;** 09/2016 to 12/2016

**IT Service Desk Analyst**

Working as part of a very strong, well balanced team; for the UK’s biggest transport operator.

**AQA**; 06/2016 to 09/2016

**IT Service Desk Analyst**

Working for the leading education charity in the UK; who provides students with qualifications, and exams, which empower their lives and provides access to higher education; supporting employees within the business, who are making a real life-long difference to lives in the UK and abroad.

**Manchester City Council;** 03/2015 to 11/2015

**IT Support Engineer**

As part of a two-person team; working to ensure that the IT Systems are functional for service users: students, tutors, support staff and managers.

**The University of Manchester;** 12/2015 to 01/2016 Short term contract

**Second Line Support Engineer**

Working as a second line IT Engineer with Active Directory and Microsoft Exchange within Windows Server 2012 R2; receiving support requests via telephone, email and desk side support from tickets logged in Remedy

**Horwich Farrelly;** 10/2014 to 01/2015: Short term contract.

**1st/2nd Line Support Engineer**

Working within a very large law firm with over 500 employees across 1 main hub and 4 regional offices; I am a friendly, caring, professional, competent, efficient and resourceful 1st point of contact, I.T administrator and desktop engineer

**The Christie NHS Foundation Trust;** 09/2014 to 10/2014: Short term contract.

**ICT Helpdesk Analyst**

Friendly and caring 1st line point of contact for Christie NHS Foundation trust staff with IT incidents and requests, including surgeons, doctors, health care professionals and HR staff.

**Network Rail;** 07/2014 to 09/2014: short term contract.

**IT Service Desk Analyst**

**Rochdale Borough Council;** 01/2014 to 23/04/2014: short term contract.

**IT Service Desk Analyst**

**Banana Dogs;** 04/2013 to present: weekends.

**IT Support Technician**

**The Co-Operative Group;** 01/2013 to 04/2013: short term contract.

**IT Service Desk Analyst**

**Sony Computer Entertainment Europe;** 06/2012 to 08/2012: short term contract.

**Global First Party Quality Assurance – Europe**

**Regenerist Ltd** 06/201106/2012

**Helpdesk/1st line support**

**Education and training**

**Bolton University**

2006 to June 2011

BSc (Hons) Computer Games Design

2006 to 2010

Higher National Diploma Computer Games Design

**Stockport College**

2003 to 2005

BTEC National Diploma Media Moving Images

2002 to 2003

GCSE English Language

**W.F.A Media and Cultural Centre**

2001 to 2002

City and Guilds: New Media Techniques.

**Personal details**

Interests: A keen interest in media production, and games development also very active love to cycle. Also enjoy gardening and meditation.

References: Available on request.