**Randeep Prihar**

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**Professional Profile**

A high calibre IT professional with specialist skills in desktop support. Brings an exemplary cross sector track record across diverse operating systems and software packages. Takes pride in an analytical, technically minded, results driven approach that will achieve optimal availability and performance. Possesses a solid technical skill set and excellent knowledge of established technology industry best practise. Well versed in ITIL framework and experienced at its application. Proactively seeks out ways to support organisational objectives whilst enhancing customer service, efficiency and cost effectiveness. Thrives in pressurised working environments. Committed to continuous professional development and keeps abreast of industry developments and innovation. Adaptable and quick to grasp new concepts, ideas and working methods. Now seeking a new Desktop Support Technician role.

**Technical Expertise**

Supporting Windows 95, 98, NT, 2000, XP, 7 and 10 Operating Systems | Support of Bespoke Applications

Building, Maintaining, Fault-Finding & Upgrading Hardware Components | Configuring Compaq / Dell / HP / IBM Hardware

Installing, Configuring & Administering Windows NT, 2000, XP, Win 7 Operating Systems | ITIL

Firewall Install & Setup | Software Installation & Configuration | Building, Setting, Upgrading & Support of Desktops

Laptop Build & Upgrade | Remote Support Tools | Hardware Procurement

**Key Skills**

**RESULTS ORIENTED:** Displays common sense, motivation and task focus. Uses initiative and tenacity to meet challenging deadlines and SLA’s. Customer service oriented and brings strong problem solving and risk management skills.

**INTERPERSONAL & COMMUNICATION SKILLS:** Commands exceptional relationship skills and communicates professionally at all levels internally and externally. Able to translate technical information into an easy to understand format.

**STRATEGIC:** Understands how to make a vital contribution to organisational goals. Confident to make recommendations on how best to improve the status quo. Successfully gains the cooperation of a variety of stakeholders and clients.

**ORGANISATIONAL SKILLS:** Accomplished at prioritising flexibly. Thrives on working in a challenging environment, and works methodically, logically and effectively under pressure to deliver required results.

**COLLABORATIVE:** Works successfully as part of a team and collaborates with colleagues and stakeholders with ease; understanding the needs of each individual to offer tailored support. Promotes knowledge and skills sharing.

**Career Summary**

**TECHNICAL SUPPORT ENGINEER (CONTRACT) | Manchester Metropolitan University Feb 2018 – Present**

* Working with Windows 7 and 10 Operating Systems.
* Deploying Windows 7 and Windows 10 through SCCM.
* Deploying Software through SCCM (Site Licensed applications).
* Troubleshooting / investigating deployment issues via SCCM.
* Roll Out of Lenovo Thinkpad T470 laptops (Windows 7 OS initially, moving to Windows 10)
* Roll Out of Surface Pro 6 tablets including Docking stations / Type Cover / USB-C adapters.
* Procurement of laptops and accessories (Surface Pro 6 / Lenovo Thinkpads T70 / T480 / Yoga X1)
* Procurement of desk phones / Monitors (Cisco 7841IP / Ilyama Monitors)
* Procurement of Apple devices (Ipads / iMac’s / Macbooks)
* Day to day duties involve:
* Organising, classifying and prioritising requests (Point Of Business Call logging software).
* Organising, classifying and prioritising requests (Cherwell – new Call logging software)
* Providing initial support and fault diagnosis.
* Resolving issues/problems whilst communicating with the customer via Email / Telephone / Skype / Remote Access / Face to Face.
* Investigating, diagnosing, resolving, and restoring normal service.
* Liaising with third party vendors (HP / Lenovo / Getech / DTP) to arrange engineer visits.
* Onsite and remotely troubleshooting Audio/Visual problems in Lecture Theatre’s and Teaching Classrooms.

**TECHNICAL SUPPORT ENGINEER (CONTRACT) | Eagle Eye Solutions Nov 2016 – April 2017**

* Provide expert support to +110 cross-functional employees in UK and Canada, including H.R, Sales, Software Engineering, System Development, Mobile Applications Specialist and Finance teams.
* Leverage reliability, performance, security and functionality of workstations (Dell) and laptops (Lenovo 500s Ideapads, Thinkpads E500 range, Dell XPS, Apple MacBooks) through desktop/internal technical support.
* Undertake imaging of laptops, Windows 10 Professional/MAC OS/Ubuntu; manage anti-virus/encryption (Bitlocker) installation and configuration; and support telephony system, Wi-Fi configuration and internal wired network (LAN).
* Troubleshoot application problems and drive rapid/effective resolution of issues to minimise downtime and negative impact on business operations through LANdesk Support Help Desk system.
* Take accountability for MS 2010 Office, MS Office 365 Dropbox, Skype for Business installation/administration and perform accounts administration using Active Directory/MS Office 365/Dropbox Admin Console/Anti-virus.
* Lead on internal asset management and procurement of technical equipment, and software licence management for productivity software, whilst proactively seeking out ways to maximise cost efficiency and quality.

**TECHNICAL SUPPORT ANALYST | Freshfields Bruckhaus Deringer Nov 2015 – Aug 2016**

* Responded to incoming calls and emails from a worldwide customer base of a multinational law firm relating to software and hardware issues.
* Proactively supported the strategic aims and objectives of the firm through the provision of a service desk operation that functions 365 days a year, 24/7 globally.
* Played a key role in the achievement of optimal technical performance, functionality and availability and sought out continuous improvement ideas.
* Took responsibility for troubleshooting of Windows 7, laptops, peripherals, Citrix Remote Access, Citrix Receiver, and VPN (Pulse Secure).
* Performed RSA and Blackberry configuration and administration; administrated distribution lists and mailboxes; and configured, installed, deleted and reinstalled GOOD application.
* Installed and troubleshot basic software (Internet Explorer/Chrome/intranet sites/MS Office) and business applications (Litera Change Pro/Adobe Acrobat/Nuance/Filesite/Desksite/iManage).
* Liaised with 3rd party vendors, internal IT Depts. and cross functional non-IT related departments in the interests of gaining collaborative commitment towards shared goals.

**DESKTOP SUPPORT TECHNICIAN | University of Manchester Mar 2010 – Aug 2014**

* Played a critical role in the provision of offsite, customer-facing desktop support spanning software and hardware, to the Faculty of Medical and Human Sciences, whilst actively seeking out ways to enhance end user journey.
* Undertook a wide range of tasks such as building desktop machines, imaging/re-imaging laptops/desktops/software, remotely supporting workstations and software problems/configuration, and user account management.
* Troubleshot, supported and configured MS Office 2003, 2007, 2010 and MS Exchange/Outlook 2007, 2010.
* Supported TCP/IP and LAN/WAN (basic); installed and managed devices, software and other peripherals; maintained security and system integrity; and supported 3rd Party bespoke applications.
* Supported the execution of technical strategies such as roll-out of IE7, updating IE from IE5 to IE9, roll-out of Mcafee Anti-Virus 8.7, updating Mcafee Anti-Virus from 8.0 / 8.5 to 8.7, roll-out of McAfee EPO Agent, and roll-out of Java.
* Resolved IP Address issues, proxy exceptions and connection issues, and dealt with Apple MAC OSX / iOS issues.
* Utilised Remedy Helpdesk call logging software, responded to priority calls (virus machines/no network activity/hardware faults), and proactively worked to ensure business continuity.

**SERVICE DESK SUPPORT ANALYST | Manchester City Council Sep 2009 – Feb 2010**

* Fulfilled a wide remit that included: LAN/WAN support; remote support of workstations; resolution of software problems/configuration; and installation/management of devices, software and other peripherals.
* Troubleshot general software issues, laptop/dongle (wireless) connection issues, Blackberry devices, desktop issues, Citrix Connection issues (work and home users), and hubs, routers, switches.
* Managed intranet issues, updates of major incidents, proxy exceptions updates, I.E updates, URL problems, and shortcut problems.
* Made a vital contribution to maintaining security through laptop/desktop security updates and service packs.
* Promoted optimal performance, availability and functionality of systems, software and hardware; resolving faults where possible or progressing when necessary.

**1ST LINE SUPPORT | Co-Op Retail EPOS Helpdesk Apr 2008 – Sep 2009**

* Leveraged the business goals of Co-Op Retail through the provision of support for EPOS till systems across +2000 plus UK-wide retail stores.
* Took responsibility for remote support of workstations and software problems/configuration; troubleshot hubs, routers, switches and network issues; and provided basic LAN/WAN support
* Resolved issued with hardware devices till printers, scanners, chip and pin machines, monitors, hand held terminals and back office equipment.
* Played a key role as a member of a collaborative IT team that prioritised high performance working, knowledge sharing and customer satisfaction.
* Liaised with 3rd party customers; tracked and resolved order enquiries; managed queues and problems; escalated matters when necessary; and troubleshot problems with databases, bespoke applications and e-mail accounts.

**2ND LINE SUPPORT | IBM Global Services, Acardia Helpdesk Aug 2006 – Feb 2008**

* Provided expert, end user focused support for EPOS till systems across +600 UK-wide fashion retail stores.
* Remotely supported workstations and software problems/configuration; troubleshot hubs, routers and network issues; provided LAN/WAN support; resolved desktop/connection issues; and fixed/updated bespoke web-based applications
* Installed, reinstalled and managed devices, software and other peripherals, including MC70 hand held terminals, printers, scanners, and chip and PIN card readers.
* Ensured best practice in terms of IT service management, working in line with ITIL framework, managing queues and problems proficiently, and escalating calls to 3rd level analyst for further diagnostics if required.
* Held accountability for technical support for Windows XP Embedded OS.
* Troubleshot transactions (credit card, account card and cash) and store reports / wages (bespoke back office software).

**DESKTOP SUPPORT | Citigroup, Citicards Financial Services, Dec 2003 – Nov 2005**

* Delivered a forward facing service, in line with ITIL framework, that supported achievement of organisational goals through the optimisation of IT systems, software and hardware performance, availability and functionality.
* Prioritised customer satisfaction, interacted effectively with end users and acted as an ambassador for IT department.
* Undertook a wide remit that included: building desktops/laptop hardware; reimaging/installing software; hardware configuration; remote and face to face support and troubleshooting of desktop/software problems/configuration.
* Provided support, troubleshooting and configuration on MS Office 2000 and MS Exchange / Outlook 5.5 & 2000.
* Supported TCP/IP, LAN/WAN (basic), Exchange 2000, Outlook, Lotus Notes, and in house applications +500 bespoke applications).
* Played a key role in maintaining security and system integrity, including installation/configuration of virus protection software, managing security updates/service packs, and internet security patches and upgrades.
* Performed user account management, workstation configuration, hardware maintenance and access rights management.

**Early Career**

Front Office Analyst. (English speaking) IBM Global Services, 24x7 IMS Helpdesk Jul 2003 – Dec 2003

First Level Helpdesk Analyst IBM Global Services, Bank of Scotland Nov 2002 – Jul 2003

Helpdesk Analyst Fujitsu Horizon System Helpdesk Jul 2002 – Sep 2002

Technical Administrator Shell Information Technology International Oct 2001 – Apr 2002

Member Service Advisor Bupa Member Services Jul 2001 – Sep 2001

Customer Service Advisor BT Faults Department Sep 1999 – Mar 2001

**Professional Training**

**OSX Support Essentials & Supporting/Troubleshooting OSX Mountain Lion**

**Windows Troubleshooting &Supporting Windows 7 in the Enterprise Course**

**Windows 2000 Operating System (MCP course work completed)**

**Education**

**B.T.E.C. Art and Design Foundation & G.N.V.Q. Art and Design Advanced (1995 - 1998)**

Arden City College, Northenden, Manchester

**G.N.V.Q. Art and Design Intermediate (1994 – 1995)**

Loreto College, Manchester

**10 G.C.S.E.s including English Language/Literature and Maths (1988 – 1994)**

Xaverian Sixth Form College & Trinity Secondary High School, Manchester

Other Information

**Employment Gaps:** Actively seeking work (Sep 2008 – Sep 2009).

**References**

Available on request.