**Christopher Burke  
Address:** 31 Cranberry Drive, Ladybridge, Bolton, BL3 4TB  
**Mobile:** 07590645403 **Email:** [cburke0105@hotmail.co.uk](mailto:cburke0105@hotmail.co.uk)

**Personal skills**ProactiveClear Communicator  
Adaptable  
Attentive  
Competent  
Honest  
Patient  
Responsible  
Realistic  
Approachable  
Hardworking  
Consistent  
Analytical  
Dependable  
Team Player  
Self-motivated  
Keen to learn

**Qualifications**University of Bolton  
2006 – 2009  
**BSc (Hons) Internet Communications and Networks   
Cisco CCNA**  
  
Bury College  
2004 – 2006  
**BTEC National Diploma Operations and Maintenance**Bury College  
2003 – 2004  
**NVQ2 IT Service Repair**Withins School  
**5 GCSE Grade C**

**Personal Profile**I am an experienced 1st and 2nd line IT Support Technician currently looking to progress my career further. I consider myself to be self motivated, reliable, adaptable, and keen to learn. I am also a team player with a proactive attitude.

**Employment History**

**Current Position since 04/2016:** IT Support Analyst  
**Organisation**: DWF LLP   
**Duty**: Provide 1st line IT Support to all users at DWF LLP law firm.

**01/2014 – 03/2016:** 2nd Line IT Technician  
**Organisation**: Tameside NHS Foundation Trust  
**Duty**: Provide 2nd line IT and Networking support to the trusts IT infrastructure.   
 **Skills Profile**Working as part of a team  
Working individually often without supervision  
Communicate to staff on all levels  
Adhere to policies, protocols and procedures  
Liaise with third party vendors and maintain good relationships  
Adhere to SLA’s and carry out priority work as instructed  
Write up and update Service of Procedures  
Keep abreast of the latest developments in technologyProvide 2nd Line IT and network support with a proactive attitude  
Take part in the out of hours on-call rota  
perform daily check-ups on servers and rotate backup tapes  
TCP/IP network support, Wireless support (802.11a/b/g/n).   
Cisco VoIP Support, administration and Installation  
PC hardware and Software troubleshooting and repair  
Windows 10, 8, 7 and XP support and installation  
Active Directory administration  
Microsoft Exchange 2008, 2013.  
Windows server 2003/2008 administration and patching  
Microsoft Office 2010/2008/2003 support and installation  
IP addressing and subnetting, Static and DHCP  
Cisco 2950 and 3560 PoE switch administration (VLAN assignment, port admin, PoE)  
McAfee Endpoint Encryption administration and installation  
VPN Hotpin administration and installation  
VPN Cisco Client installation and administration  
VLAN trunking and administration  
Data back-up administration and rotation, Norton Backup Exec  
McAfee and Sophos anti-virus administration  
Cisco VoIP phone support, Cisco Unity.   
Support and installation of medical applications such as Lorenzo, PACS, CRIS, Winscribe digital dictation.

**Additional Information**Full Clean UK Driving Licence  
  
References - available on request

**10/2012 – 01/2014:** Technical Support Officer **Organisation:** Tameside NHS Foundation Trust  
 **Duties*:*** Provide 1st and 2nd Line IT support to more than 3,200 users. Effectively diagnose/resolve IT issues within the service desk and on-site to agreed SLA, escalating calls if required. Provide 2nd line IT support by repairing PC’s, Laptops, Printers, Networking equipment and office moves. Take part in the out of hour’s on-call rota.

**Main Duties and Skills**  
Work as part of a team  
Work individually, often without supervision  
Communicate to users on all levels  
Adhere to trust policies and protocols  
Liaise with third party vendors and maintain good relationships  
Adhere to SLA’s and carry out priority work as instructed  
Work to ITIL standards  
Provide 1st line IT support to internal and external user  
Assist with installations and troubleshooting using Dameware remote tool   
Record calls using Sostenuto and escalate to 2nd line  
Install and administer printers remotely.   
Reset passwords for Active Directory, Medway and PACS systems.  
Update any calls that are open with relevant details.

**08/2002 – 11/2012:** Bolton NHS Foundation Trust **Job Title:** Clerical Officer **Responsibilities:** To provide administrative/clerical support within Medical Records, Inpatient and critical care wards and Outpatient departments.

Provide Clerical support to wards and outpatient clinics  
Work as part of a team and individually  
Locate and track medical records using LE2.2 and deliver them to the correct department on time to meet clinic deadlines.   
Locate missing medical records and deliver them to.   
File away medical notes in respect to the filing system.  
Adhere to Information Governance policies.  
Adhere to the data protection act 1974.