**Kevin Knowles**

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**Personal**

My personal skills and strengths include, an aptitude for diverse problem solving, I am also self-motivated and multi-tasking and very confident and committed in my approach to problematic situations, yet versatile in any given situation. An effective communicator and a passionate team player that enjoys working alongside other people. I also employ a very high standard of maturity and professionalism in my attitude towards any other skills and personal qualities that I possess.

**Key Skills And General I.T.(C) Experience**

* Windows 3.1/Windows 95/Windows 98/Windows ME/Windows 2000(Pro)/XP/ Vista/Windows 7/Windows 8/Windows Server 2000/2003/2008/2012
* MS-DOS 5.0/MS-DOS 6.0/MS-DOS 6.20/MS-DOS 6.21/MS-DOS 6.22/NT 3.1/ NT 3.5/ NT 3.51/ NT 4.0
* Symantec Backup Exec/Attix, Sophos Enterprise Console/MS Endpoint - MS System Centre
* ITIL Foundation Aware
* Exchange 2003 - 2013 – Exchange Shell/DAG 2010/365
* SonicWall/Viewpoint, Cisco firewall
* HyperV Manager/Vsphere/Veeam/VMware
* NetApp
* SQL Server Manager 2003/2008/2012/Config Manager
* MS Offfice 03/10/13 - Access/Excel/Front Page/PowerPoint/Publisher/Word
* Active Directory 2003/2008/2012/365
* Citrix/Diector/Netscaler
* Lync 2013/Skype for Business
* SharePoint 2003/2010/365
* Lotus Administrator/Notes
* Oak 2010 server/Wall board
* Avaya/Mitel - SIP
* Netgear Wi-Fi/Meraki (Cisco) Wi-Fi/Meraki Controler
* Digital photography/Video enhancement using Photoshop and premiere Pro
* Laptop and PDA/Blackberry/iPhone, iPad/Windows mobile enterprise rollout and support.
* Administration and data input/utilising batch scanning procedures
* Customer service (call center and I.T.C environments) also client facing

**Experience**

**Analyst, Digital IT Service Desk, University of Salford, Salford**

Supporting staff, faculty and students across multiple sites. Working with and troubleshooting Windows 10/8/7 operating systems, 365 Office applications, 365 Exchange, Share Point, AD, Cisco Finesse, Adobe CC, Skype, Lan Desk, Service Now, Equitrac remote printing, Richo MFD’s. Multiple bespoke and specialist university applications. Also AV and conferencing support, Skype, projectors, smart screens for classroom and lecturing purpose.

(February 2019 – Ongoing) (Contract)

**QA Senior Analyst Tata Consulting Services/Co-op, Exchange Quay, Salford**

Working alongside 70 service desk analysts, ensuring quality is met. Delivering workshop training, statistical analysis. Also working with over 3000 stores as a senior analyst, supporting food retail I.T infrastructure – server 2003/2010, SQL, Meraki Portal Wi-Fi and all associated mobile/handheld devices. Client windows desktop application support, Cisco firewall, plus several bespoke applications, along with bespoke application projects/roll outs – Avalanche, Citrix.

(September 2018 – February 2019) (6 month contract)

**1st /2nd Technical Support Analyst, Autotrader Head Office, Central Manchester**

Supporting multiple in house applications along with Microsoft products, remote troubleshooting support for private and commercial users.

(July 2018 – September 2018) (3 month contract)

**1st - 3rd Line Engineer Sanjeet-iT, Stockport, Manchester**

Working for an MSP, suporting multiple technologies, Azure, 365 Exchange, 365 Active Directory. SharePoint, CSP Licensing, Network troublshooting - RCA, VPN, Voip, Dreytek. Win 7, 8, 10, Office 2016, server 2008 - 2016.

(September 2017 – May 2018 Closed Down)

**2nd/3rd Line Analyst Co-op Head Office Manchester**

Supporting food retail I.T infrastructure for 3000 stores – server 2003/2010, SQL, Meraki Portal Wi-Fi and all associated mobile/handheld devices. Client windows desktop application support, Cisco firewall, plus several bespoke applications, along with bespoke application projects/roll outs – Avalanche, Citrix. (May 2016 – April 2017) (Initially a 3 month contract)

**Network/ICT/ICT Project Manager, Support, Learndirect, Mantra Learning, Greengate, Middleton, Manchester/ Warrington, Stockport, Davyhulme**

Network manager/administrator. Supporting E-learning software and deployment/updates. Digital signage development and deployment. Development of E-safety. Responsible for staff desktop/hardware and remote support. Staff training. Responsible for iPhone/iPad/Windows mobile solutions - deployment and support. Working in server 2008/2012 looking after scm/sql/rds/exchange/dc servers on a daily basis, utalising AD, Config Manager, Veeam, Exchange Console, Sonicwall to effectively manage healthy secure network environments. Looking after several sites over the NW. This was a very hands on role covering all levels of support from 1st line through to 3rd. (July 2009 – March 2016)

**Helpdesk Manager, IBM, Sale, Washway Road, Greater Manchester**

IBM help desk which supports a government department Defra, Department for the Environment Food and Rural affairs, which incorporates approximately 18,000 users nationwide. Subject matter expert for several bespoke applications used by 2,000 users nationwide. Looking after 25 staff – training, progression. This role began at 1st line and I worked my way up. (May 2006 – June 2009)

**Epos Engineer, Software Solutions, Bury, Greater Manchester**

The instillation of Epos systems, Also hardware and software fixes. Customer training. Travelling throughout the UK to instillation sites. Networking/cabling multiple systems at any one time. (May 2005 – May 2006) (Short term contract)

**I.T.C Manager/Administrator, Openshaws, Bolton**

The instillation and of new computers and networked systems and servers data/phone. Supporting all general 1st line to 3rd line I.T.C issues for extension of original period of contract. Overseeing the migration of all existing data. User Hard/software training. (January 2005 – may 2005) (Short term contract)

**1st/2nd Line I.T Support/Secure Socket Layer Specialist, Comodo Salford**

Telephone and remote access support dealing with ssl’s problems in server/network environments. Working with I.T. professionals and fist time user client base. Providing a very high standard of customer service and working towards target resolve deadlines. (September 2003 – October 2004)

**Service Support I.T Administrator, Bupa Salford Queys**

Supporting all general PC issues throughout the Bupa Network. Remote client support, telephone support and hands on PC peripheral maintenance, also general administration duties. Initially began the role in administration and data input/correction of medical insurance claims documentation also the archiving and scanning of all incoming and existing documentation. (April 2001 – September 2003)

**Systems Engineer, SDC International Ltd, Quay West Business Centre, Manchester, England**

The instillation and maintenance of computer network systems. Supporting all general PC issues. Website Project manager. (September 2000 - March 2001)

**I.T Manager, Support, Teledata Construction, St Helier, Jersey, England**

Working within a European based (Amsterdam/Brussels) P.O.P Construction Company. Undertaking and solving networking/computer/communications solutions within site based offices. Working from several European countries at any one time. Office management: procedures/computers systems estimating/Staff management. Computer systems engineer: document control procedures/systems management/ estimating/budget control/office database development/MS networking. This was a very hands on role covering all levels of support from 1st line through to 3rd (May 2000 - March 2001)

**Experience Whilst In Full Time Education**

**P/T Systems Engineer, Bolton Institute, Bolton, Greater Manchester, England**

Working as systems engineer within a UK university, information technology suite. Dealing with all aspects of running a university information technology suite. Also some supporting assistant librarian work. (September 1999 - May 2000)

**P/T Bar Assistant, Ye Olde Boars Head, Middleton, North Manchester, England**

(November 1998 - May 1999)

**P/T Store Assistant, Tesco, Middleton, North Manchester, England**

(December 1997 - January 1999)

**P/T Assistant Supervisor, JJB Sports, Central Manchester, England**

(July 1996 - September 1997)

**P/T Temporary Studio Assistant Manager, Darwen Graphics, Darwen, Lancashire, England**

(December 1993 - October 1994)

**Qualifications**

**Ba/Sc Honours Degree - Bolton Institute, Bolton, Greater Manchester, England**

English Literature, (September 1997 - May 2000)

**HND - Central Manchester College, Manchester, England**

Graphic Design/Camera Aided Design/Computer Aided Design, (September 1993 - July 1996)

**NVQ level 3 - Hopwood Hall College of Higher Education, Rochdale, England**

Word processing/Database/spreadsheets/Computers & technology, (September 1992 - July 1993)

**A LEVEL - Stockport College, Stockport, Cheshire, England**

Psychology (Pass and Distinction, A+)/Journalism (Pass and Distinction, A+), (September 1990 - June 1992)

**A LEVEL - Arden, College of Higher Education, South Manchester, England**

English Literature (Pass and Distinction, A+)/Art and Art History (Pass, A)/Photography (Pass, A-)

(September 1988 - June 1990)

**G.C.S.E - St. Vincent De- Paul, School South Manchester, England**

Maths (B)/English (A)/Physics (B)/Art (A)/Design Technology (A)/Computer Studies (A), (September 1983 - July 1988)

**Interests and Activities**

My interests are a culmination of many years of diverse experiences. Gaming/Photography (Digital)/Art/Literature/Music/Sports

**Voluntary Work/Community Work,**

**Oxfam - Chorlton, South Manchester Office, England**

The co-ordination of large groups of volunteers, including some administration, working within a team, also organizing social events and activities for the volunteers and balancing the events raised amounts. (1995 - 2000)

**References**

References, professional and character from key persons are immediately available on request.