**Jorge Alberto Morales Ramos**

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Sale

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Personal Profile

* Over 12 years’ experience in IT support working for organizations like IBM, Barclays, Arts Council England and Freshfields Deringer.
* I support Laptops HP, Lenovo, Apple, Desktops , Surface tablets, Mac air and IGELs computers systems.
* CISCO telephony, Blackberry UEM, Director mobile phones technology.
* Video conferencing equipment (TANDBERG) ,Skype, LYNC
* I have a reasonable comprehension of server 10,13 and networking technologies, patching
* Sound experience of desktop software products in particular Microsoft Office
* I am organised, knowledgeable, great costumer service, can work well under pressure and good team player

Key Skills & Attributes

* Experience supporting Windows 7, XP,8,10 and Office 365, Citrix Desktop , MS DOS systems, exposure to BIG hand dictation and Dragon speech
* CISCO Telephony, WEB-mail, Power point presentations Active Directory, Video Conferencing, Imaging laptops and desktops, SCCM
* Server monitoring using Solarwinds , Sunrise .
* logging tool system, Top Desk, GIRS, VMware
* Outlook 2010,13, Office 16,Lumension PC imaging, Tandberg VC, Dameware, Microsoft remote log in, remote desktop, team viewer, Director and citrix
* Share Point, SAP admin, CRM admin, Windows XP 7,8,10 , Active Directory.
* DeskSite, File Site, Worksite, Inntap, I manage , In-contact
* I speak 3 languages (Spanish, Italian and English)
* ITIL v3

Career History

**Job tittle Company Name/Location Month& Year Star and Finish**

**1/2nd line support ADM computing May-May Contract**

Provide cover for the company support ting different accounts , password reset , setting up computers, permissions via active directory, service restarting .leasing with Microsoft to remedy issues with Office 365 and one drive, AD and Exchange

**Job tittle Company Name/Location Month& Year Star and Finish**

**IT manager Ready steady store March-April Contract**

Dealing with set up of desktop routing and patching setting up users profiles

**Job tittle Company Name/Location Month& Year Star and Finish**

**Service desk analyst Bibliotheca Feb –March cointract**

I am part of 4 first line analyst covering the UK, logging tickets on CRM for issues with equipment readers, Kiosk, gates using bespoke tools when accessing remote via team viewer, issues range from request for quotes to running applications and updates updating and chasing for updates, leasing with 3rd party IBM engineers and escalating tickets when necessary

**Job tittle Company Name/Location Month& Year Star and Finish**

**Global IT Service Desk Freshfields Deringer October 2018 currently on probation**

Been part of a global organisation there are many challenges and task that are time sensitive and consist on answering calls from diverse nature from user accounts , password unlocks , run back up of emails and documents using several tools

Escalating issues to local IT on several countries and 2nd line as well as flagging severity one calls and familiarising with changes on services and updates .covering a range of mobile phones and laptops as well as desktops and remoting to gather information and best description and using the knowledge base to follow procedures in order to resolve issues first time whilst maintaining call quality and customer service at the front of my work.

Using legal specific application like I-manage, desksite, filesite, interwoven ,all to do with document and sharing, access controlled, recovery and client access as well as document comparison and uploading , Intapp open, intapp time to report time for fee earners

Currently supporting 6000 users with average calls per desk of 350

Service Desk Analyst Arts Council England - Feb 2011 June 2018

I provide 1st Line Support and resolve as many new issues as possible at first contact quickly analysing new requests, escalating promptly if required. Daily assessing the business impact of IT answering incoming calls. Recording all details necessary to trouble shoot the issue at hand. I take ownership of user issues when they are raised maintaining a high standard of customer service, ensuring I keep a positive and helpful attitude to business customers, updating documentation in our knowledge database, I liaised with third party support .

IT Helpdesk Analyst Barclays PLC Sep 2010- Feb 2011

Working with a group of 30 analysts it was my responsibility to resolve any queries for Barclays employees and retail. As a Worldwide organisation with over 5000 employees, part of my responsibility was to maintain and improve the computer systems we used. Fix issues as first contact, evaluate problems and liaise with second and third line

On a daily basis I used Windows XP and 200 operative systems, Excel spread sheet, Citrix, Active directory, MS dos system, Telephony, E-mail, knowledge database whilst trying to maintain KPIs the support we cover included, Laptops, Desktops, telephony, Blackberry mobile technology. Till point programs, One place logging tool.

Multilingual IT Support Analyst IBM - Sale, Manchester 2001/ Sep2010

I provided IT support for a user base of over 1000 people using also language skills covering Spanish and Italian.

My responsibility was to trouble shoot any problem arising using logging and system tools, Some help desks contracts include FORD MC, Equifax, Arcadia Group The support was to users through a variety of systems and equipment ranging from Servers, Laptops, Desktops , Telephony, Till Point , Routers, Hubs, Website editing .We worked with Windows XP and 200 operative systems, Excel spreadsheets, Citrix , Active directory, MS dos system, Telephony, E-mail , Power point presentations, GIRS , MS DOS and Website admin tools.

Education, Qualifications and courses attended.

Computer programming IMEA(Mexico) 1985

ITIL Foundation V3 QA training Centre 2014.

Installing and Configuring Windows 7 QA training Centre 2012.

Installing and Configuring Windows 10 QA training Centre 2016

CompTIA-a plus-certification-220-801-support-skills QA training Centre 2015.

CompTIA-a plus-certification-220-802-support-skills QA training Centre 2016.

CompTIA-network + support QA training Centre 2016

CompTIA Networking QA training Centre 2017.

Achievements

I am particularly proud of my achievements in settling in another country and rising up my family, also having work in the public service, learning languages and creating a new servicein the hotel industry.

Additional information

Hold clean & full UK driver licence, member of couch surfing community, and keen volleyball player, also like all water sports, chess and bowling

I enjoy nature and also socialising with friends and family and like dancing