**Riccardo Gargiulo (British National)**

77 Watkin Street, Warrington WA2 7DP

Home: 01925 417 262 Mobile: 07770 843 230

E-mail: riccardo.gargiulo29@googlemail.com

**Professional attributes**

IT systems professional with transferable skills gained in the provision of remote and onsite support while working to ITIL standards. Proficient in customer facing roles and dealing with personnel at all levels. Seeking a Desktop or Software Support role, utilising analytical expertise to create effective solutions and deliver quality services.

**PROFESSIONAL competencies**

* Delivering desktop support to clients, focusing on continuous improvement to enhance service provision. Diagnosing desktop and software issues, providing remedies based on personal experience. Working in an ITIL environment.
* Incident management and Service Desk support. Experienced in first, second and third level support, dealing with internal and external clients such as HSBC based across Europe, the United States, Australia and Japan.
* Adapts rapidly to new IT products. Learning new skills and embracing new technologies, Microsoft software, plus other applications, tools and protocols.
* Completing the project development lifecycle for software and hardware implementations. Obtaining requirements, customising / delivering bespoke software to individuals and business clients.

**Technical and Business knowledge**

Software: General Desktop updates; SAP modules; Footprints call logging; Citrix systems.

Microsoft: Windows versions and operating systems; MS Office Suite and Exchange 2013

Hardware: Installed/maintained PCs and peripherals.

Finance: Credit control & Debt Collection activities.

**Training and Personal details**

General: Keeping abreast of new technology within the IT marketplace

Training: Avaya telephone systems support; MS Project; other in-house training

Non-IT: Interpersonal skills; Health & Safety legal needs; Telephone answering;

Customer service

Nationality: British

Languages: Italian – spoken

Mobility: Full, driving license

Status: Single

Date of birth: 29.07.1968

**CAREER HISTORY**

**January 2014 – to Date Service Desk Analyst GP Strategies, Stockport**

* Providing Second and Third Line technical support for users based at various locations across the UK, EMEA & US both by phone and email.
* Active Directory and Exchange account management – creating and maintaining AD and Email accounts.
* Imaging and Building desktop and laptop computers locally and remotely
* MobileIron & mobile telecom support
* Remote Software Installation and support

**January 2011 – 2013 Service Desk Analyst CC Engineering, Knutsford**

* Providing First & Second Line technical support for users based at various locations across the UK, both by phone and email.
* Active Directory Account Management, including creating, amending and maintaining AD & Citrix accounts and emails.
* Hotel Application support for Opera & account administration
* Liaising with 3 party vendors
* Monitoring Cisco routers/switches using SolarWind
* BES & MobileIron Support
* Providing consistent documentation of procedures.

**January 2010 Made Redundant following Outsourcing.**

**September 2008 – January 2010 SLM Reporting Analyst HP [EDS], Home based**

* Service level management (SLM) following outsourcing to EDS, then to Hewlett Packard.
* Documented KPIs and SLAs. Collated SLA reports and liaised with clients by phone and email to ensure that SLAs were met for reporting processes and working within ITIL standards.
* Processed raw data that was received from diverse systems, employed technical skills to support key accounts worldwide.

**August 2005 – September 2008 Reporting Analyst, Bristol Myers-Squibb, Chester**

* Managed the Service Desk's telecom systems and call routing software for all Service Desk locations globally.
* Configured the telecom system to use globally standard options for callers; amended Avaya system, liaised with the BT service provider.
* Created management information reports using data from Remedy and Avaya systems; used as input to analysts’ performance reviews.
* Annually seconded for three months to IT department, providing third level support and client visits for desktop applications.
* Additionally reported on SLAs and targets, making certain that these were consistently met in a competitive market.
* Responsible for generating reports the other regional offices in Japan, USA, and Australia.

**April 2000 – August 2005 Senior Service Desk Analyst, Bristol Myers-Squibb, Chester**

* Delivered first, second and some third-line support for e-mails and other PC issues for clients located around Europe.
* Undertook support and programming tasks on the Avaya equipment, fixed issues remotely as well as onsite.
* Analysed calls to highlight trends; identified repeat faults that were passed to Analysts to investigate further and resolve.

**June 1998 – April 2000 Service Desk Analyst, Bristol Myers-Squibb, Chester**

* Successfully provided first-line technical support for SAP modules for clients based in Italy and the UK.
* Completed a two-month secondment to US Service Desk to understand support differences and deliver a seamless service.
* Multi-tasked to deliver a quality service to the client portfolio; carried out faultfinding and repair work.

**August 1994 – June 1998 Office Operations Manager, MBS/Technology plc/ICL**

* Provided first and second-line desktop support for the department with 40 users, installed software products.
* Project managed the upgrade from dumb terminals to PCs, ensuring that all software and hardware attained Y2K compliance.
* Ordered furniture and office equipment, dealt with a sales ledger of £60m per month, and oversaw facilities management.

1991 – 1994 Senior Credit Controller, MBS/Technology plc/ICL

1988 – 1991 Credit Controller, MBS/Technology plc/ICL

1987 – 1988 Credit Control Assistant, MBS/Technology plc/ICL

1985 – 1987 Materials Administrator, Hattori-Seiko plc