William Dixon

Manchester

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Work Experience

**IT Support Technician** Bruntwood - Manchester Central July 2018 to Present

In this role I work as 1st Line support.

There are different tasks within the role that complete on a daily basis. These include:

• Answering Incoming Tickets

• Answering phone calls and direct messages and creating Tickets as necessary

• Dealing with Walk ups and Creating Tickets for the incidents

• Escalating tickets to the correct team or team member when needed

• Working on incidents that I have assigned myself and troubleshooting/solving them

• Performing User administration by resetting Active Directory or Google account password

Along with these Tasks there are some more that come through every 2-3 days. Tickets Such as:

• New User requests

• New hardware Requests

• Printer Troubleshooting

• Network Troubleshooting

• Laptop Rebuilds

• Software installations

There are a few other Tasks/Projects that i have been a part of in this role. These are Network related tasks that I've completed.

• Creation of a DHCP scope including specified subnet masks and reservations

• Configuring a Cisco 2960 -c switch to be used on the DHCP scope created

• Increasing the Disk space allocated to a server through VMware

• Increasing the Memory allocated to a server Through VMware

During this Role I would also create Cases with 3rd parties. This includes opening support cases with our ISP and working with them in order to get one of our buildings back online. I also create support cases with Laptop Manufacturers for laptop repairs or replacements.

**IT Support Work Experience** Bruntwood - Manchester Central January 2018 to May 2018

This was a Work experience role.

I worked here 2 days a week for 5 months.

In this role I worked as a 1st line Support Technician.

The tasks that I performed were dealing with small incidents such as:

• Resetting passwords for Google or Windows accounts

• Troubleshooting laptop network issues

• Troubleshooting software issues

• Rebuilding laptops

I would also complete tasks such as account creation and Laptop building.

Education

**Networking and systems support Level 3 BTEC in IT** Trafford College - Manchester September 2016 to June 2018

Skills

Gsuite (1 year), ITIL (Less than 1 year), Active Directory (1 year), Technical Support (1 year), hardware Troubleshooting (1 year), Software Troubleshooting (1 year), DHCP (1 year), Hyper-V (1 year), Microsoft Office (3 years), Networking (1 year), Customer Service

Certifications/Licences

**ITIL Foundation in IT Service Management** March 2019 to Present