Jo Kingston - Curriculum Vitae

### **Personal Profile**

I am an enthusiastic and highly motivated individual who responds well to challenges. I have excellent communications skills at all levels. I am a self-starter who is capable of working both individually and as part of a team. – I am very much goal-orientated and I am always looking to improve skills both professionally and personally

## Key Skills and Achievements

I have a full and Clean UK Driving Licence

I have experience of, and I am confident in using and supporting the following applications:

Windows NT/XP Professional\Windows 7 Professional

Microsoft Office Word, Excel Outlook, Access PowerPoint, Visio, Internet Explorer – Both using and supporting.

Various call logging systems: ICMS, House on the Hill, HP Opencall, CA Unicentre, Peregrine, Commander, ITSM, Sostenuto

Remote Access Software: LANDesk, Remote Desktop, VNC, PC Anywhere, Bomgar

CA Unicentre Desktop and Server manager

Symantec Ghost

Crystal Reporting System

Veritas Backup Exec, Backup for Workgroups

Active Directory (users & computers)

NT User Manager/Server Manager

Exchange Admin, Scalix Web Mail, World Client Web Mail

Mozilla Thunderbird/Firefox, MS Outlook

Installing OS and adding computers to domains

Lotus Notes Client

Domino Administrator

Tivoli Service Manager and Identity Manager

Cisco Secure ACS,

Business Objects Supervisor

Websense

Active Sync

McAfee Endpoint Encrytion

Console One

Software deployment: SCCM, Zenworks

**Qualifications**

Industry Recognised:

Microsoft Certification – MCDST Supporting Users and Troubleshooting a Microsoft Windows XP OS

City & Guilds –Networking

Foundations of IT Service Management based on ITILV3

SDI – Service Desk Analyst Qualification

BCS Certificate in Service Desk and Incident Management

Fujitsu In-house Communications Courses:

Basic :

Intermediate

Advanced

Fujitsu In-house Technical Courses:

Hardware identification basics,

Technical Training Workshop – 3 week course covering the following topics

Network essentials basics, Software build basics

Server build basics

Exchange 5.5 basics

Intro to Outlook 2000 basics

Outlook 2000 troubleshooting basics

Windows 2000 professional basics

**Career History**

**January 2018 – July 2018**

**Royal Mail Properties and Facilities – Stockport (DBS certificate required)**

Working on a short-term contract to support an upgrade from Lotus Notes to Microsoft Outlook and the upgrade of mService which is an application for getting jobs to engineers and for engineers to complete jobs.

Providing support to end users on Windows 7/Windows 10 as well as the company’s internal systems and applications.

As well as supporting the upgrade I supported use of bespoke applications using remote access tools. Dameware Mini Remote for accessing laptops, Toughbooks, tablets and computers and SOTI Mobile Control for accessing Samsung XCover4 smartphones.

For job management I used AS400 for the following tasks: Checking Job Status, Resending jobs to engineers, Unlocking timesheets/jobs, Service Desk Daily Checks, Employee verification for Data Protection purposes

**April 2016 – December 2016**

**Contractor – Coop – Angel Square Manchester**

After a restructure I was one of several contractors taken onto the IT Security team to bridge the gap whilst a recruitment drive was undertaken. Primarily I was taken on for the accurate logging and recording of all the security events alerts obtained from Websense, Enterprise Management Console, Kaspersky, IDS, DLP (IronPort) and Change Requests\Service Requests and then undertook the addition task of monitoring, triaging and responding to Data loss Prevention events generated from within IronPort, and escalating where necessary.

**February – February 2016**

**Contractor – Cheshire ICT - Macclesfield**

Working on a short-term contract to cover leave of the previous contractor due to ill health. 2nd line support using Bomgar remote support tool - troubleshooting IT related problems for the NHS core systems ensuring issue are logged with the required information.

**October 2015 – December 2015**

**Contractor – Greater Manchester Police (Enhanced Vetted) – Trafford Park**

Working on a short-term contract to support an upgrade from Windows 7 Professional from Windows XP and from Lotus Notes to Microsoft Outlook. This role has encompassed all the skills I have acquired over my career.

**October 2010 – August 2015**

**Permanent - Royal London Group - Wilsmlow**

Providing support to end users on Windows XP/Windows 7 as well as the company’s internal systems and applications.

Taking ownership of calls from initial logging and diagnosis of issues through to resolution.

Involvement in the change process from attending project meetings to ensure that the Service Desk was part of the new processes to producing documentation to enable the smooth transition from project to go live.

**June 2010 – October 2010**

**Contractor – Bureau Veritas - Didsbury**

Working as part of a team responsible for the provision of IT support by desk side/site visit and also over the phone using remote access tools to all users of the network

**February 2010 – June 2010**

**Contractor – Trinity Mirror plc – Liverpool Echo**

Working on a short-term, small, project to upgrade and reimage 40 pc’s for the ad creation team due to the procurement of new software

**November 2009 - Dec 2009**

**Contractor – NHS West Manchester Mental Health Trust – Prestwich**

Working on a medium sized project to enable a “Paperlight” environment by installing new scanners, printers, laptops and pcs. As and when required I have also helped with 1st Line/2nd calls for resetting passwords and installing/uninstalling software remotely.

**July 2009 to November 2009**

**Contractor – NHS Central Manchester Hospital and University Trust**

**IT Support Officer through Hays IT**

Working as part of a team responsible for the provision of IT support by desk side/site visit and also over the phone using remote access tools to all users of the Trust network

**Jan 2009 to July 2009**

**Contractor – NHS Central Manchester Hospital and University Trust**

**Technical Auditor through Hays IT**

Working on a large PFI Project for Central Manchester University Hospitals Trust to enable the smooth transition of pc’s from one location to another. One of a small team of IT Auditors whose objectives were to physically audit various configuration items, within the Trust, to create a database to enable the smooth transition from old location to new location of IT equipment.

# Dec 2008 to Jan 2009 (Badenoch & Clark)

**Contractor - Cheshire ICT Service Desk - Macclesfield**

I worked for Cheshire ICT Service Desk on a 3 week contract. Cheshire ICT provides IT services and Support to GP practices and a hospital in Cheshire

# Apr 2007 to Sept 2008 (Lorien Resourcing)

#### Contractor - Associated Newspapers – Kensington, London

Working, on a contract basis, in an ITIL compliant Service Desk Environment for Associated Newspapers in Kensington, London.

##### Apr 2006 Apr 2007

#### Permanent - MWB Management Ltd - Technical Support Analyst – Manchester Malmaison

Part of a small team who were responsible for the IT support for 500 users of the Malmaison and Hotel du Vin Network.

**Mar 2003 to Apr 2006**

**Contractor/Permanent - IT Helpdesk Analyst Fujitsu Services Ltd – West Gorton/Moston**

This role was on a Government Project covered by the Data Protection and Official Secrets Act for which I obtained CTC Security Clearance.

**May 2002 – March 2003 –** I took voluntary redundancy from ntl and after a 90 day consultation period enrolled on a City and Guilds in Networking Course at CG Resources in Manchester which I passed.

**Apr 1998 to May 2002**

**Cable & Wireless Communications/ntl**

**Sales Administrator/Reporting Analyst – Baguley, Wythenshawe**

Originally working as a Sales Administrator I worked within a team responsible for ensuring that customer accounts were dealt with within strict service level agreements and dealing with customer problems and queries on the telephone. I progressed to a team of Reporting Analysts responsible for running databases, producing and analysing reports.

## Personal Details

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