**Adam Barrett**

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**Personal Profile**

With excellent experience I feel I have self-developed transferable skills that can be used in many situations in a working life. I' am always willing and looking to learn new skills and I always work hard and to the best of my ability.

**Key Skills**

* Good communication and people skills
* An approachable, polite and helpful manner
* Confidence and tact when dealing with demanding customers
* Working in a specific time frame and working to targets
* Basic mathematical skills for handling payments and stock checks.

**Employment History**

**The APS Group**

**1st Line Infrastructure /2nd line Infrastructure 2nd May 2017 - Present**

After leaving Micro Librarian systems I gained full time employment with The APS Group. In July 2018 I earned promotion to the 2nd line team. My responsibilities are:

* Visit APS sites around the Country
* I have also helped with an Office Move in the Netherlands which included decommissioning the old office and then patching all the correct ports so that when the users came back to work on the Monday all their IT Kit and Phones were working
* Take escalations from the 1st Line team if they are unable to resolve an issue
* Deploy Windows Patches Via LANDesk
* Answer phones calls from Internal APS users
* Log support calls with the issues or questions that the user is having
* Provide support either by phone or email and walk-ins
* Log all steps taken to provide a fix
* Try to provide a first time fix on all calls, emails and walk-ins
* Remotely support users
* If needed escalate the issue to the 3rd line team.
* Add users and computers to specific Active Directory groups
* Reset users Passwords when needed
* Unlock users accounts
* Add new users to Active Directory
* Create Exchange Mailbox for new users
* Building users Laptop and desktop machines
* Building users iMacs and MacBook’s
* Building users Mobile Devices
* Deploying all built kit to the users and make sure everything works before the user starts
* I was involved in a new phone system role out across 2 offices.
* Create new distribution groups and Shared Mailboxes in the exchange environment
* Maintain and update the Asset database when new/existing equipment is sent or returned from a user

**Micro Librarian Systems**

**Help desk Analyst / 2nd line 11th September 2016 - 28th April 2017**

After leaving Bet365 I went back to Micro Librarian Systems full time. My responsibilities were too:

* Deal with escalations that have been sent over from the 1st line team
* If I' am able to replicate the issue the 1st line has raised I will then send an email to the development team with a brief explanation of the issue and also exact steps on how I was able to replicate the issue.
* Once the development team has been made aware of the issue and have created a job number I will then update the 1st line agent of the development job.
* If I can fix the issue without having to send it over to development, I will then feed this back to the 1st line on how to resolve the issue.
* I also create documentation for knowledge transfer so that the 1st line team are aware of how to resolve the issue themselves.
* I also do remote sessions for more complex issue that the 1st line team have been unable to resolve over the phone/email.

**Bet365**

**Service Desk Technician 15th August 2016 – 8th September 2016**

After leaving Micro Librarian systems I gained full time employment with Bet365.

My responsibilities were too:

* Answer phones calls from Internal Bet365 user
* Log support calls with the issues or questions that the user is having
* Provide support either by phone or email and walk-ins
* Log all steps taken to provide a fix
* Try to provide a first time fix on all calls, emails and walk-ins
* If needed escalate the issue to 2nd line.
* Add users to specific Active Directory groups
* Unlock users accounts
* Add new users to Active Directory
* Create Exchange Mailbox for new users
* Creating new ID passes for new starters and users that have lost their ID pass.

**Micro Librarian Systems**

**Customer Service Advisor / 1st line Support / Email Support 9th December 2013 - 29th August 2016**

After leaving Serco I gained full time employment with Micro Librarian Systems.

My responsibilities at Micro librarian systems were:

* Answer phones calls from customers
* Log support calls with the issues or questions the customer is having
* Provide support either by phone or email
* Log all steps taken to provide a fix
* If needed escalate the issue to 2nd line.
* Dealing with Emails from customers that were sent to the mailbox
* Quality checking Colleagues' support tickets
* Reporting to my Line manager / Team Leader if processes aren't followed.
* I have also been booking and organising Remote Training Sessions with customers. Once the Remote Training session is booked in I then completed the training session with the customer covering the basics of using and setting up the system.
* Ensuring what is covered during the session is logged for reference internally in the form of a report / support call, should it be required further down the line
* I also do remote installations when there isn’t enough availability on the installs team

**Serco**

**Administrator Officer 17th October 2011 - 28th November 2013**

After successfully gaining full time employment I started the training to be a finance caseworker for the Child Support Agency. My responsibilities were:

* To agree repayments with clients so that they can clear the debts that they owe.
* I also had to arrange how they will be paying the Regular Maintenance that was achievable with the customer and company compliance.
* To assist other people within the team should they have any queries or questions.
* I also managed my time effectively by prioritising to meet targets and deadlines within a busy environment to comply with company policy.

**Software System Europe**

**IT Administrator 20th July - 10th October 2011**

Whilst searching for a permanent job I got a work experience placement. Whilst at the placement I gained more experience answering phones to customers that needed support. I also learnt how to install and configure Windows Server 2008. I also went off site to other companies to provide support if it couldn't be done over a remote session.

**Zenos Academy Sept 10- Feb 11**

**Apprentice**

Duties included: working towards targets, researching products using the internet, writing assignments, revising for exams, use of Microsoft packages, troubleshooting using Microsoft office and internet explorer and changing hard drive components.

**Total Games Dec 09- Dec 09**

**Voluntary, Retail Assistant**

Duties included: stock rotation and replenishment, serving customers, dealing with customer enquiries, cash handling, operating a till, advising on prices and products, cleaning disks, promoting any offers, always ensuring the store was always clean and tidy.

**Hyde Construction June 07-Sept 07**

**Apprentice, Painter and Decorator**

Duties included: assisting tradesmen with day to day tasks,, filling holes and cracks and ensuring the surfaces were level, preparing surfaces with primer and undercoat, mixing paints to the right shade, applying layers of paint and applying wallpaper, tidying up after finishing the job.

**Education and Training**

**Zenos IT Academy**

* Advanced apprenticeship for I.T and Telecoms Professionals (Level 3)
* Advanced Diploma in ICT Systems and Principles for IT (Level 3)
* Advanced Diploma in ICT for Professional Competence (Level 3)
* Microsoft Certified Technology Specialist
* CompTIA A+ 2009
* Key Skills Level 2 in English
* Key Skills Level 2 in Maths

**Tameside College**

BTEC Intro IT @ Work

**Astley Sport College**

Educated to GCSE level

**References available upon request**