**Mark Carlo**

**Nationality** British

**Marital status** single

**Driver`s licence** UK full / clean

**DBS** current

**Personal profile**

Being a positive professional person from a stable background who is proficient in most things I undertake. I enjoy learning, and problem-solving tasks. During my employment I would like to think that I have acquired a vast experience of the market place and gained a number of skills.

I have been employed as a service engineer for the past sixteen years.

**Software skills**

* Windows XP, Win 7/8/10
* **MAC OS**
* Windows 7/10 rollout.
* Office 2003/7/10, 365
* Laptop and desktop repair
* Active directory
* Server maintenance.
* Skype
* Exchange
* SCCM
* Spider Norton
* Service Now
* Citrix Backup Software
* Remote Access
* Networking skills
* Cisco
* VLAN
* Blackberry setup enterprise activation and support
* Adobe
* Scan soft
* EDM
* Ubis
* Novel
* Lotus notes
* Asite.
* REMEDY
* Norton ghost
* Power Quest
* Backup Exec
* Acronis
* Arc serve
* Symantec
* Building and creating images
* Printer installations and maintenance.
* Patch panels and cabling
* cisco VPN configuration

**Hardware Skills**

I have worked on a variety of PCs Laptops and printers, such as:

* Lenovo
* **Apple Macintosh**
* Packard Bell
* Dell
* Compaq
* IBM
* Toshiba
* HP
* Apricot
* ICL
* OKI

I have also worked on various printers such as:

Hewlett Packard, Olivetti, Epson, Siemens and Panasonic

These printers have all varied from laser to inkjet and Dot-matrix, Mono to Colour and MFP’s, also modems, bridges, routers Core Switches and small/ large network setups.

**Employment History**

**Sherfield School Basingstoke May 2019 June 2019**

**Desktop support roll/Gmail rollout**

I have been working at the Sherfield School through their exam period offering desktop support.

Responsible for the daily smooth running of the school, helping staff with an office 365 migration to using google accounts mapping shared drives and keeping all equipment current, this has been a very short but rewarding role.

Equipment ranged from Win 10 to **Apple mac** machines plus **IPad** installs and updates.

**Storm Technologies March 2018 April 2019**

**Nationwide windows 10 rollout**

Working on multi projects currently offering first/second line support aswell as being involved with a Windows 10 rollout within Fiat Chrysler, Leonard Cheshire Disabilities and Skanska. This is a very diverse and varied roll.

Responsible for removal and updating of old equipment, replacing new kit where required, keeping machine current with software required via MDT or SCCM also asset updates within spreadsheets and aiding customers with Win 10, Office 365 and mail accounts.

**FM Global Windsor Jan 2018 To March 2018**

**Windows 10 rollout**

I have been involved with FM GLOBAL on a Win 10 Rollout covering Windsor and the London office. This has been a very varied hands on roll with a lot of customer facing support

**National Grid, Wokingham October 2017 December 2017**

**Desktop support role**

Currently involved with setting up a new Tek Link Point, this will enable customers a walk in centre as opposed to calling a helpdesk number, offering full desktop support aswell as dealing with a new Office 365 rollout.

Using Service now to log and update calls, whilst updating a knowledge database, this is a varied roll as the company use many forms of bespoke software.

**Microsoft Thames Valley Park September 2016 September 2017**

**Desktop support role**

I am currently working for Unisys with in the Microsoft Campus “TVP” Reading. I am part of the walk in centre supporting all members of staff on a global basis. SNOW is the preferred call logging system which allows us to add comments to a comprehensive data base.

Supporting Win 10 and Office 365, Skype, VPN, **MAC** and all software related issues, this is a very cutting edge and up to date fast paced environment.

**Sovereign Housing Association September 2015 To September 2016**

**Desktop support**

Working on the front line helpdesk offering 1St 2Nd line support, I am responsible for a very wide range of issues, supporting Win 7 /8.1 desktop, laptop tablet and some **MAC machines**, phone support. This is an extremely busy and varied role supporting many different types of bespoke software aswell as Windows, office suite and mail. Using AD, SCCM, Imaging and builds, phone/PDA support and builds.

**Amey Construction April 2015 September 2015**

**Windows 8.1 rollout**

I am currently involved in a very large Win 7/8.1 rollout cover a wide area of Oxford, my role involves stock checking available stock for upgrading and using scripted software for all backups and restores. All software updates are via SCCM for which I am responsible using AD with full admin rights.

My role involves deputising eight other engineers on various sites keeping all spreadsheets up to date and ensuring the correct software is being pushed out to the correct machines.

**Vodafone HQ/ Newbury March 2014 March 2015**

**Windows 7 rollout**

I am currently involved in a large win 7 rollout project including desktops/laptops. I am actively configuring the build image within spider assigning to each individual user. I am also responsible for the hand over and migration of user data to the new machine including in-house training with new software.

**Kelway jan 2013 march 2014**

**Field service engineer**

I have worked for Kelway as a field based service engineer, my role covers various laptop/desktop support aswell as software rebuilds, and I am also covering EPOS till machines aswell as printer setup and maintenance.

**British Airways /Hetco/ Laing O` Rourke/ Ferrovial March 2011 November 2013**

**Desktop/site support**

I am currently working on the new Terminal Two building at Heathrow Airport offering 1st and 2nd line support to 1500 desktops/laptops/tablets and **MAC’s**. All machines vary From Win XP to Win 7/8, Outlook 2000 to 2010 and various forms of bespoke software. I give full complete server support aswell as troubleshooting breakfix issues.

I am solely responsible for creating / removing accounts from within the cobweb portal and support blackberry enterprise setup and configuration, all user accounts are created by me and rights and permissions to files and folders are my responsibility, as is the daily tape backup schedule. Using Arc-serve and Symantec I have migrated 200 Win XP to Win 7 rollout desktop/laptops.

I have supported overhead projectors audio feed and setup, Meeting room conference VOIP installation and CCTV maintenance.

**ICM/Phoenix, Leeds December 2007 August 2010**

Starting as a field engineer servicing all Dell/HP desktop and laptops, servers and printers.

My duties progressed to cover UKAS as Desktop support solely responsible for desktop/ laptop 1st and 2nd line support issues aswell as hardware/server maintenance; Overhead projectors setup and audio configuration, creating machine images and updating, aswell as Microsoft support and all site software issues, covering active directory, Outlook, Office 2003/7 networking issues, McAfee, UBIS and EDM this is a very varied role covering a wide range of issues

**Masterfoods Slough September 2007 --- December 2007**

Desktop support/Win XP Rollout

**King Edwards School Bath September 2006 ---July 2007**

I have worked at the King Edward School in Bath, supplying desktop/hardware 1st and 2nd line support.

This is a very varied position, supporting Dell desktop/laptop and Acer machines aswell a very wide range of HP printers, Whiteboard setup, audio install and configuration, supporting many bespoke software issues aswell as Win 2000 Win XP and office software.

**Kraft Foods Banbury July 2006 August 2006**

I have worked for Kraft, Banbury, as their onsite engineer, covering IBM laptop and desktop support, also HP printers and zebra thermal printers.

**IT Solutions Windsor April 2006 June 2006**

I have worked for IT Solutions covering exactly the same contract with Dell.

This was a two month contract

**Unisys Uxbridge June 2005 March 2006**

I have worked for Unisys as a field service engineer covering the dell contract.

Duties included a varied range of laptops desktops and mono and colour printers, covering the Newbury, reading and Basingstoke area.

I would from time to time take engineers out with me and train them on all aspects of bios upgrades service tag updates and printer setup and diagnostics, whilst working for Unisys I also became involved in the initial installation of servers and trained on Lexmark mono and colour printers

**Getronics Langley December2004 February 2005**

Dell contract covering laptop/desktop, server and printer support

**Lynx Technologies London March 2004 June 2004**

Dell Contract Covering Laptop/Desktop, Server and Printer Support

**IT Solutions Oxford June 2003 To Jan 2004 (Contractor)**

Workshop Technician supporting HP, Oki, Xerox and Kyocera printers

I have a very in-depth knowledge of printers, laptops and PCs. I would also from time to time offer in-house training for the field engineers.

**skills acquired**

* Computers & computing (1+2) City & Guilds
* Electronic circuits, City & Guilds
* And components (1+2) City & Guilds
* Digital electronics (1+2) City & Guilds
* Modules level 2 City & Guilds
* Analog level 2 City & Guilds
* Fault finding level 2 City & Guilds
* Toshiba Accredited 19TH Oct 1999
* Compaq Accredited 24th March 2000
* DELL Accredited 10TH December 2006
* Lexmark Accredited 15th Jan 2006
* NT Foundation 19TH Jan 1999
* Small & Medium Sized Enterprises 9-10TH March 1999
* Carpentry City & Guilds
* Kitchen Fitter on site
* Site Surveying C.I.S.S.
* Health & Safety Course Gatwick College
* CSCS passed

**Hobbies**

* DIY
* F1
* Photography
* Cooking
* Electronics
* Reclamation
* Carpentry
* Car Maintenance