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| ***Happy to re-locate to any area to work***  ***1st/2nd Line Desktop Support***  ***Hardware Installation***  ***Maintenance & Repair***  ***Printer Maintenance***  ***IMAC***  ***Deployment/Rollout***  ***Field Support***  ***Staff Training***  ***BAU Engineer***  ***Hardware Build…***  ***Sysprep.inf/WinNT.sif/PXE/***  ***SCCM/WDT/Norton Ghost***  ***ITIL***  ***Documentation Design***  ***MDM (MaaS)***  ***Mobile/Tablet Management***  ***Scripting***  ***Group Policy***  ***ePOS***  ***DCSE Engineer***  ***Electrical Maintenance***  ***Light Engineering***  ***Windows…***  ***2000/XP/Vista/7/8/8.1/10***  ***Apple OS X…***  ***Mavericks – El Capitan***  ***Novell Netware 3 & 5***  ***Microsoft Server…***  ***2003/2008/2010***  ***Microsoft Exchange 2003***  ***Active Directory***  ***Ghost Distribution Server***  ***Blackberry Enterprise Server***  ***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***  ***Microsoft Office…***  ***2000/2003/2007/2010***  ***/2013/2016***  ***Microsoft Office for MAC…***  ***2011/2016***  ***Skype for Business/Jabber***  ***Remote Access…***  ***Net Support DNA/Sostenuto/***  ***RPD/TeamViewer/SCCM/***  ***Dameware***  ***GroupWise***  ***Veritas Backup Executive***  ***Endpoint Encryption…***  ***Bitlocker/McAfee 7.0***  ***Blackberry Enterprise***  ***Cryptocard/SafeNET***  ***Anti-Virus…***  ***Sophos/McAfee/Norton/***  ***eTrust/Trend Micro/***  ***Dr. Solomon***  ***ePolicy Orchestrator***  ***Surf Control Web Filtering***  ***PixAlert Web Filtering***  ***Hyena 6.0***  ***Veritas Backup Executive 10***  ***Net Support DNA 2.7***  ***SCCM/WDS***  ***VMWare/Parallels/***  ***Virtual Machine***  ***ServiceDesk Ticket System***  ***NHS…***  ***Apex (PowerTerm)***  ***PACS X-Ray…***  ***(CareStream, CareStream***  ***Dental)***  ***KODAK RIS***  ***KODAK R4 (CS R4 Clinical+)***  ***GPs’ Surgery Choose & Book***  ***NCRS Portal***  ***Frameworki***  ***RiO***  ***NHS CRS Identity Agent***  ***Authentication v13.01.10***  ***eBNF***  ***PrimeCare***  ***Pathology PTS***  ***NHS Read Code Browser***  ***QA Plus***  ***BlueSpier PRD***  ***IPS Dental***  ***Lilie (Sexual Health)***  ***ESR Learning***  ***CarePlus***  ***RIS***  ***TA+***  ***DVR+***  ***Recorder Pro***  ***Transcribe+***  ***Optomize 4.0***  ***PAS Training***  ***SE Agent***  ***DATIX***  ***Symphony (Ascribe)*** | *Profile…*  *A seasoned and fully experienced ICT professional with 23 years' experience and broad skills in desktop support, hardware installation/maintenance, systems/user support and deployment. A support engineer with technical and troubleshooting repair expertise - a team player who is flexible, reliable and adaptable to dynamic environments. An energetic individual with great attention to detail who provides the experience and critical thinking necessary to facilitate successful client relations.*  *Exceptional spoken and written English skills with outstanding client, face-to-face liaison, communication & inter-personal/training aptitude* I currently hold 26 DCSE technical accreditations from Dell Security Clearance: *Disclosure Scotland (July 2017) – DBS (June 2018)*  ***Work Review…***  ***Sabeo Technology June 2019 – September 2019***  Windows 10 Deployment Engineer   * This was a complete upgrade of laptops & computers from Windows 7 to Windows 10. This entailed travelling throughout the UK and Dublin to meet users face-to-face and complete the work. Software configuration involved AD, ePO, McAfee Anti-Virus, Citrus Active Gateway, Microsoft Office 365, Microsoft OneDrive, AutoDesk, AutoCAD, Asta PowerProject, PDF Xchange, Navisworks Freedom, Adobe DC Pro   ***Blake Morgan (Law Firm) – (Networkers)* *March 2019 – May 2019***  Desktop Support Engineer   * Supplying day-to-day support during a time of absence due to long-term sickness, covering all BAU Incidents and Service Requests for 200 staff in Central Cardiff. This involved the usual office software of Microsoft Server 2008-2016, Win7/Win10, Active Directory, Group Policy, Microsoft Office 2007-2016, Global Protect (VPN), Cisco Jabber and Deployments/Builds via SCCM onto HP PCs/Laptops. Build deployment was performed using SCCM administration including Task Sequences, device control and Build media creation and call ticketing was done with ServiceNow. Vertical law software included PFW/Precedent/Peppermint, Oyez Forms, Nexum, LegisSQL, BigHand Dictation, Legal Office & DMS controlled by iManage/Worksite/Filesite/Precedent. MDM was of iPhones throughout, managed by Apple DEP & SOTI.   ***Equiniti (Lloyds Banking Group) – (Alexander Mann) June 2018 – Nov 2018***  Desktop Support Engineer   * Personally covering all BAU Incidents and Service Requests for 500 staff in two offices in Cardiff, which involved a multi-DOMAIN Forest using the following components… Microsoft Server 2008-2016, Win7/Win10, Active Directory, Group Policy, Microsoft Forefront AV, Office 2007-2016, Direct Access, Deployments/Builds via SCCM onto Toshiba & HP PCs/Laptops, SOAP UI, Mitel Contact Centre Client, Verint/RedBox Telephone Recording. I also held Domain Administrator status. SCCM administration including Task Sequences, device control and Build media creation. * Most of software installation was deployed via SCCM/MDT and all Users had access to Citrix Receiver and XenApp 6.5 with Pulse Secure Client as the secure connection protocol. Call ticketing was done with SCSM. My remote support solution work was done using Dameware, SCCM, BOMGAR, Skype for Business and MSTSC.   ***NHS (ABM University Trust) - (Networkers) Jan 2018 – June 2018***  Desktop Support Engineer   * Covering everything required in relation to 2nd Line Desktop Support with particular emphasis on computer build/re-build routines (LiteTouch) – mainly the imaging of new equipment as part of a deployment to 8000-users at various sites in South Wales. Technologies in use are Windows 7/10, Dell, *ServicePoint* Workflow Manager, AD configuration, WDS, Citrix, Cisco AnyConnect VPN, BitLocker, MS Office 2016/Office 365 and SCCM   ***Scottish & Southern Energy – Cardiff - (Sopra Steria) Sept 2017 – Jan 2018***  Desktop Support Engineer   * All aspects of call centre desktop support, servicing 1400 people, including HP printing, Avaya telephony, HP Thin Client, extensive IMAC work and BAU using *ServiceNow*. Windows 10/Skype/Office 365 deployment & upgrades plus image builds for PCs and Thin Clients   ***Kelway (CDW) - Cardiff May 2016 – Feb 2017***  IT Support Engineer   * My work here entailed all matters relating to IT requirements. I was the sole representative of IT support for the whole building so I dealt with the needs of the server room as well as all the 200 staff. Most of my work was with face-to-face Desktop Support with my Clients * My particular speciality in this role was with Wyse thin client installation and configuration, as they were used extensively on these premises. However, many users had requested upgrades to a laptop and these were progressively being deployed. When these arrived, it was my duty to install Windows 10 images and deploy to the staff with training   ***Ortho Clinical Diagnostics - (Monarch Digital) May 2016***  Migration Engineer   * Domain migration of 460 users due to ownership change * Direct Desktop Support of all the users * Floorwalking and post-migration user support   ***Hoople – Hereford - (Badenoch & Clark) Aug 2013 – Sept 2015***  Field Support Engineer/Desktop Support Engineer   * BAU - Dealing with hardware/software failures and upgrades within the Herefordshire County Council and the Herefordshire/Wye Valley Trust/NHS/GP Clinics and school sites throughout the county * Supporting 6000 end users at desktop level * Deployments, IMAC, BAU, Printer maintenance, PC re-imaging, office moves, network cabling, Windows 8 Tablet school deployment * Migration of 1230 computers for the Wye Valley Trust/NHS   ***Alstom – Bristol/Rugby - (SCR) May 2013 – Aug 2013***  Desktop Support Engineer/Migration Engineer/Deployment (Win7)   * Operating System company migration * Oversee and implement the migration of the existing IT infrastructure into the Client’s server/domain and upgrading to Windows 7 from XP. Individual user migration and acclimatisation   ***Western Power Distribution – Cardiff/Haverfordwest - (SCR) Apr/May 2013***  Deployment Engineer (Win7)   * Deploy new desktop PCs running Windows 7   ***DeLoitte – Bristol/Cardiff/Reading - (SCR) Jan 2013 - Feb 2013***  Deployment/Build Engineer (Win7)   * Build and configuration of laptops using SCCM and deployment to company staff   ***Vertu/Nokia – Farnborough - (IDPP) Jul 2012 – Dec 2012***  Deployment Engineer/ Project Support Administrator (Win7)   * Conduct a rollout of 860 Windows 7 laptops & desktops in a personal, hand-holding, deskside data/.PST file email transfer and laptop configuration * SCCM, BitLocker, Lotus Notes, Cisco VPN, Sharepoint, SAP 7.20, Microsoft Lync 2010 and Microsoft Office 365 * Redesign of filing structure was necessary * Project support, report creation and deployment allocation administration   ***Wincor-Nixdorf Sept 2011 - Feb 2012***  Field Service Engineer   * Installation and service of IT and ePOS equipment in large retail outlets   ***PHS – Caerphilly - (SCR) May 2011 – Sept 2011***  Deployment/Build Engineer (Win XP)   * Ghosting and repairing of computers and installing them for use at the desktop * Project and trouble-shooting work, including remote access through Dameware * Nationwide upgrade of existing computers, which required multiple build design on the Windows XP platform, implementation and distribution throughout the company * PXE, Norton Ghost Distribution Server, Sophos Anti-Virus, Citrix Metaframe, XP and Microsoft Office, Server Room work   ***Hardware Engineer - Toulouse, France Dec 2010 – May 2011***  ***CAD Centre - Swansea******Aug 2010 – Dec 2010***  *Mature Student*   * **Level 3 Diploma - Advanced IT Practitioner** - ‘**Distinction’**   ***Fujitsu/Royal Mail* - (AMTech) *Feb 2010 – June 2010***  Field Installation Engineer   * install & configure new routers in all sub-post offices, which entailed travelling to all offices in South Wales and installing a new router for data collation purposes * I was asked to remain until the end to deal with more ‘challenging’ installations   ***CAD Centre - Swansea******Nov 2009 – Feb 2010***  AutoCAD 2010   * **City & Guilds – AutoCAD 2010 – 2D Drafting**   ***PHS - Caerphilly - (SCR) May 2009 – Sept 2009***  Infrastructure/Rollout/Configuration Engineer – Windows Vista/XP   * Nationwide upgrade of existing computers which required multiple build design on the Windows XP platform, implementation and distribution throughout the company   ***British Telecom - Internet Data Centre, Cardiff Aug 2008 – Apr 2009***  Internet Server Control   * Date Centre monitoring of maintenance work carried out on BT’s servers * Presentation of results to Senior Management   ***PHS - Caerphilly - (SCR) Apr 2008 – Jun 2008***  IMAC/Rollout/Configuration Engineer – Win XP   * Ordering and receiving of new desktops and laptops for distribution throughout the Company * Re-building of the units using Ghost Distribution Server   ***Getronics (Dell Computers) Nov 2007-Apr 2008***  Field Service Engineer – Dell Computers   * Dell Certified Systems Expert - Repair and service of Dell desktops & laptops in the South Wales area for businesses and general public   ***NHS, Princess of Wales Hospital - Bridgend Apr 2007 – Aug 2007***  Server & Systems Engineer/Desktop Support Engineer   * Server Build Engineer * Solaris, Microsoft Server 2003, Linux * Net Support DNA and Remote Access for 3,250 users * Software documentation preparation for guidance on installation of new applications & systems * Configuration of virtualisation using VMWare & Virtual PC * Server routine backup using Veritas Backup Exec v10.0 * Software training   ***Her Majesty’s Inspectorate of Education & Training in Wales (ESTYN)***  ***Dec 2005 – Dec 2006***  Systems Administrator/IT Manager   * System Administration & Management of the IT Department * Managing a team of IT staff to support the Organisation’s IT function * HP Proliant/Dell PowerEdge Servers comprising three separate server clusters running Windows Exchange Server 2003, Windows Cluster Server 2003 (File & Print) and Microsoft SQL Cluster Server * One month contract extended to one year   ***City & County of Swansea Oct 2005 – Dec 2005***  2nd/3rd Line Support Engineer   * Deliver desktop support solutions to the staff of the County Hall in Swansea and other satellite offices * Supporting a network of over 110 servers throughout the county and 2000+ users   ***Legal & General – Cardiff/Brighton/Kingswood - (SCR) Aug 2005 – Oct 2005***  Deployment Supervisor   * Replacement of all 10,000 existing computers throughout the company * In view of the success of the Cardiff stage, I was asked to take my team and continue in Brighton and Kingswood   ***COURSES ATTENDED & CREDENTIALS…***  **CNE** - GroupWise 5.5 Administration  **CNE** - Novell 5.0 Administration  **CNE** - Advanced Novell 5.0 Administration  **MCSE** - Microsoft - Windows NT Administration  **MCSE** - Microsoft - Advanced Windows NT Admin.  **MCSE** - Microsoft – Updating Support Skills from Windows NT4 to Windows Server 2003 (September 2003)  **MCSE** - Microsoft 2279B - Planning, Implementing and Maintaining a Microsoft Windows Server 2003 - Active Directory Infrastructure (January 2004)  **MCSE** - Microsoft 2272B - Implementing and Supporting Microsoft Windows XP Pro. (February 2004)  **City & Guilds** – AutoCAD 2010 – 2D Drafting Swansea CAD Centre UK  **City & Guilds** – Advanced IT Practitioner Diploma – Level 2 - August 2010 – ‘DISTINCTION’  **City & Guilds** – Advanced IT Practitioner Diploma – Level 3 - Oct 2010-Dec 2010 – ‘DISTINCTION’ |
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