CV Ibrahim Patel

PC / EPOS / HARDWARE / BREAKFIX / DESKTOP & IT SUPPORT ENGINEER

Address: 10 Bescot Road Typing Proficiency

Walsall 50 to 60 wpm

West Midlands Languages

WS2 9AA English, Urdu/Hindi, Gujerati

Driving

Telephone: 07854 963 056 Full Current Car and Motorcycle license

Email: [lbrahim\_Patel@hotmail.com](mailto:lbrahim_Patel@hotmail.com) Date of Birth: 16th December 1978

Education and Qualifications:

Sept ’11 PRINCE2 – Foundation Pass – Certificate Number: 02433709-01-V84V

HP Learner ID: PL72128661

Servicing HP Desktops, Workstations and Notebooks for Onsite Service Technicians Course ID 00712981

HP Business PCs and Personal Workstations Fundamentals, Rev. 13.11

HP Commercial Notebook Fundamentals

Sept ’98 - June ‘00

University of Hertfordshire

HND Digital Production - Pass

Sept ’90 - June ‘97

Aldridge Grant Maintained School, Aldridge

GCSE - 6 (Grade A-C) Passes to include English (Language and Literature), Science and Maths ‘A’ Level - Business Studies

Summary of Skills

Hardware

* 9 Years 2nd Line Desktop Support Experience covering both hardware and software within Domain Environment.
* 8 years+ EPOS and EPOS breakfix experience for clients such as Argos and Boots and 1st and 2nd line
* 11 years+ PC/Laptop and PC Laptop installation and breakfix experience.
* Printer Hardware maintenance breakfix experience with fault diagnosis and solutions to include hardware repair and replacement of parts such as print heads, transfer rollers, cassette tyre shaft and clutches etc
* Rollout, migration, deployment of a range of PC and NON PC based EPOS systems, such as HP and Fujitsu.
* PC and EPOS hardware testing, fault diagnosis to component level BIOS flashes motherboard’s RAM’s HDD’s and replace/repair/upgrade of parts in accordance with findings
* Deployment of Desktop and Laptop Hardware and updating CMDB and asset control databases
* Breakfix to component level of Desktops, Laptops and Monitors.

Software

* Experience with Microsoft Windows 2010 and 2012 server/XP/Windows 7/8/10 and SQL Server
* Installation configuration and administration of Windows 2000/XP/2003server/Windows 7/Active Directory
* SCCM (System Centre Configuration Manager) used to deploy across a network and using build disks created with SCCM, to Desktop/Laptops
* VMWARE ESXi / vSphere Client setup and administration
* Implementation and Support Microsoft Office applications (Office 2010 2013 2016 and Office 365)
* AWS VPC admin, working with A1 type instance and also some application load balance tasks
* Use and Support of Multi-Media applications to include
  + Macromedia Freehand, Flash, Dreamweaver, Fireworks and Director
  + Adobe Photoshop, Premiere, After Effects and Illustrator
* Able to design and build websites using the programs listed and also other add-on open source resources and integrate ecommerce using php scripting. IIS and intranet administratration on Web Server
* Desktop Support call logging software HP Service Center, ServiceNow, LANdesk and Remedy
* GOOD and BES exposure, iOS (iphone/ipad) and Android domain enrollment and administration

Employment History:

**May ’19 – Present**

**Desktop Support Specialist**

**University of Birmingham**

Undertook a support role to serve end users from students to VC’s, this would involve

* Active Directory administration – users and computers administration
* SCCM deployment troubleshooting
* McAfee Endpoint encryption administration
* Group Policy and Member Group administration
* Collaboration Office 365 tools such as SharePoint and Skype for Business
* Support and break-fix of Dell and Stone Hardware to component level
* Windows 7 to 10 Migration on all assets within the company as part of a project to bring all clients in line with standard
* Patching and CAT5 cabling
* Liaising with 3rd line and also external providers such as CISCO and Dell
* Providing support to VIP and director level personnel
* Software support such as Microsoft Office suite as well as bespoke software
* Network Printer breakfix
* Mobile device administration
* VPN setup and support

**Apr ’19 – May ‘19**

**Senior IT Technician**

**The Trade Centre Group**

* Active Directory – user, client and policy administration
* Exchange mailbox administration
* Windows Server 2012
* Liaising with and 3rd party suppliers and VIP
* RDP and Remote Desktop Manager
* Remote deployment and breakfix
* Cloud AWS and on premise office support
* Application support and distribution
* Imaging and image deployment
* Logging and administering tickets using JIRA and resolving in line with SLA and KPI expectations
* Liaising with CTO and taking lead on projects such as upgrades and installs, taking into consideration budgets.
* Presenting ideas for continuous improvements and presenting a business case for approval and then taking them through to implementation once approved

**Oct ’18 – Feb ‘19**

**Desktop and epos 2nd Line Support**

**Damia Group – APTOS**

Supporting DESKTOP and EPOS systems on a 2nd Line capacity, using technology such as

* Active Directory – user, client and policy administration
* Exchange mailbox administration
* Windows Server 2012
* MS SQL server and SQL studio
* Liaising with 3rd line and 3rd party suppliers and VIP
* RDP and Remote Desktop Manager
* Remote deployment and breakfix
* VMWare machine support and breakfix
* Enterprise and Distributed systems support
* Cloud AWS and on premise office support
* Application support and distribution
* Imaging and image deployment via SCCM
* Also undertook some application packaging to deploy bespoke software created by development teams
* Logging and administering tickets using Salesforce and resolving in line with SLA and KPI expectations

**Feb ’18 – June ‘18**

**EPOS/Desktop and Server Deployment Engineer**

**Concept Resourcing**

Undertaking a nationwide contract deploying IT and IT systems for retail to various clients such as Fujitsu, TKMaxx and Specsavers. This would include OS, Software and hardware deployment and configuration.

Liaised with third party contractors and management regarding requirements and workflow

- SCCM image deployment

- Data migration on IBM blade and Blade install and configuration

- Deploying GDPR compliant Desktops

**Mar ’18 – Apr ‘18**

**ECS – RICOH ITS**

**Build and Deployment**

Short term contract deploying software to TNT client machines and configuration. Testing connectivity to FED-EX servers post deployment

**Aug ’17 – Sept ‘17**

**JLT Management Services**

**EUS Engineer (Desktop Support)**

I was working as an EUS Engineer (Desktop support). Predominantly 2nd line, but also did 1st line and touched on some 3rd line duties.

Main line of work would involve

* Active Directory administration – GPO and users and computers administration
* Active Directory and SCCM asset management and deployment
* Exchange server administration and mailbox creation
* McAfee Endpoint encryption administration
* Group Policy and Member Group administration
* Office 365 implementation and support with a cloud based exchange infrastructure
* Collaboration Office 365 tools such as SharePoint and Skype for Business
* Support and break-fix of Dell and HP Hardware to component level
* Client side Citrix install and configuration.
* Windows 7 to 10 Migration on selected assets within the company
* Patching and CAT5 cabling
* Thin WYSE, DELL and HP terminal install and setup
* Liaising with 3rd line and also external providers such as CISCO and BT
* Providing support to VIP and director level personnel
* VMWare ESXi installation and configuration and vSphere management console
* Software support such as Microsoft Office suite as well as bespoke software
* Assisting application support teams and Application packaging using APPv nad MSI
* GOOD and BES administration
* VPN setup and support
* DR (Disaster Recovery support)
* Server UPS replacements

**March ‘17 – Aug ‘17**

**Recovering from motorcycle accident**

**Nov ’16 – Jun ‘17**

**VAG Autohaus**

**Web Design and Development**

Here I created artwork and contributed to the development of an automotive related website currently in construction. This will be a portal for enthusiasts and businesses providing a platform for people to collaborate, sell, and buy.

Technologies used to create the website include:

* MySQL
* Adobe Photoshop and Illustrator
* Magento
* Some PHP code editing to tweak aspects of the layout

**April ’16 – Nov ‘16**

**Hemmersbach UK Ltd**

**Field IT Engineer**

Here I predominantly work as 2nd line support, sometimes also as 1st if situation requires it. I have been a resource at companies such as Cemex and Jardine Lloyd Thompson and also carry out work for clients such as Accenture and Lenovo. Tasks would involve

* AD administration, user account creation and configuration, SCCM asset management and deployment
* Group Policy (GPO) administration
* SCCM administration, image packaging and deployment
* HPDM for Thin Client administration and management.
* APPV administration, software packaging, sequencing and deployment
* GOOD/Blackberry administration
* Office 2010 2013 2016 and 365 deployment and support – On-Premises and Cloud based
* Windows 7 to 10 migration work for various clients
  + Involved with laptop and desktop selection
  + Sourcing and packaging drivers for injection
  + Liaising with Project Management, Project Support and Business and Account Management
  + Deployment, floorwalking and support with initial user training/familiarization
* Support for collaboration tools such as OneDrive, Skype for Business and some SharePoint support
* Exchange server administration and mailbox creation
* Endpoint encryption administration – also Bitlocker or McAfee Endpoint Encryption depending on client
* Group Policy / Member Group administration
* Breakfix and repair of Laptops and Desktops – to include LENOVO and HP warranty repairs
* Comms room UPS replacements and DR support (Disaster recovery)
* Client side Citrix install and configuration.
* Patching and CAT5 cabling
* VMware and VSphere install and configurations and also vSphere management console
* Supporting Microsoft Office and bespoke apps
* VPN install and configure
* VDI/Thin client installs and management via software such as HPDM (WYSE HP DELL)
* Cisco IP Telephony support

Aug ’10 – **Apr ‘18**

ECS Recruitment / Sainsburys and other Clients

Technical Controller / 2nd Line Desktop Support Migration and implementation / EPOS

Here I undertook the role of Technical Coordinator and other Implementation, Migration and Support roles in IT and EPOS

* SCCM OS deployment
* SCCM package deployment (EPOS software on tills)
* Assisting with the installation of patches to test machines for testing in real world environment in pilot stores or pseudo shops
* VMWARE machine setup and configuration, for deployment uses such as virtual NAS
* Creating device collections and distribution points to enable deployment of software
* Liaising with on site support engineers, delegating site tasks to engineers, while remotely resolving any issues during remote deployment stage via SCCM remote control console or RDP
* Troubleshooting issues and finding appropriate resolutions
* Updating knowledge database with information
* Assisting with the creation of training documentation
* Windows 10 Migration on approx. 800 new and 400 existing machines with appropriate licenses
  + In-Place via SCCM on hosts already on the domain and assigned to users
  + Via PXE or USB for new machines to be enrolled on the Domain

EPOS Installation Engineer / Digipos / BOX

Contracts with various companies via ECS involving the upgrade of old Point of Sale equipment and back office desktop machines nationally across corporate estate, to new windows 7 Embedded and Beanstore application, Involving

* Pinpad configurations and firmware updates
* Reimaging machines
* Configuring the POS application and POS peripherals
* Go-Live support and basic training and knowledge transfer of certain functions and new features of upgrade
* Building EPOS base units, and installing and configuring hardware
* Setting up user accounts and testing EFT/PDQ functionality
* Break-Fixing hardware on customer sites and troubleshooting software
* Deploying Retail EPOS software and configuring for use with hardware as per scope for each site
* Liaising with BSM’s in order to address limitations and discuss and explore possible solutions

Aug ‘15 – September ‘15

Repose IT

Tesco, Bombardier

IT Migration, 2nd Line Support Engineer

Contracts with a couple of companies, this involved the following

* Setting up Symbol MC series devices and Wireless handheld printers
* Pre and Post Install wireless signal testing using NETSPOT and WIFI ANALYSER
* User Data backup and Testing integration and VPN client installations
* Lotus Notes conversion to Outlook
* Deploying machines to users, Migrating to Windows 8 via SCCM and PXE/USB
* Adding users to Domain and assigning policies
* Installation / setup of printers and network drives

Sep ‘14 – Nov ‘14

Centro

End User Computing (EUC) ICT Support – 2nd line

Duties to include

- Deploying SCCM WIM images to Laptop and Desktops

- Creating task media

- OSD and General SCCM administration

- SCCM task media creation and testing

- Data Back-Up and Migration

- Setup and support of Office 2010 and 2013

- Hardware upgrades and IMAC involving new and old assets

- Exchange Management Console administration

- Mxie administration and configuration

- Active Directory administration and configuration, Starters and Leavers, policies and groups etc

- VOIP phones setup and Mxie integration and number binding

- MFD and other networked printers and print server administration

- Blackberry setup and maintenance, BES server administration

- Android setup using mdm (Vodafone)

- Replaced out of warranty parts on mobile devices such as screens and housings

- Bitlocker encryption and recovery support

- Undertook Remote Desktop Support using RDP and SCCM remote tools as well as Desk-Side

- Used LANDesk to log and update calls

- Warranty calls with IBM and liaison with IBM staff

Jun ‘14 – Jul ‘14

University of Birmingham

End User Computing (EUC) Desktop Support

Short term contract where engineers were taken in to help address the backlog of calls generated by end users at the University campus sites. Undertook a varied role within a team and on my own. This would involve the following

- Deploying SCCM WIM images to Laptop and Desktops

- Using Service Desk to update calls that were generated

- Active Directory administration – Users and Computers

- Breakfix of Printers, Desktop and Laptops

- Data Back-Up and Migration

- Introducing mobile devices to the domain, including Android and iOS as well as Blackberry on BES

- Setup of Office 2010 and Outlook 2010

- Hardware upgrades and commissioning and decommissioning new and old assets, this would also involve - Windows XP to 7 migration

- Warranty calls with Dell and Stone, liaising with Dell and Stone engineers to resolve issues

- Bitlocker encryption and Bitlocker recovery, Bitlocker administration on AD

- Undertook Remote Desktop Support using OCS and LogMeIn as well as Desk-Side

Jan ‘14 – May ‘14

Steria Recruitment – Steria (Sopra Steria)

Windows XP to Windows 7 Migration

Rollout and Implementation/Support Floor walking

This role was a large scale project to migrate the Steria estate of around 1500 users in the UK, from XP to W7.

* Deploying SCCM WIM images to Laptop and Desktops
* Updating STARS/HPSC with call closure/update information
* Scheduling upgrades and allocating engineers during phase 1 of the project Using Active Directory to administer profiles, user accounts and privilege and security settings
* Mapping network drives and installing printers and other peripherals, both network and locally located
* Data transfer of user files to appropriate locations
* Installation and setup of Microsoft Office 2010 and Outlook 2010
* Installation of user specific licensed software such as VMWARE and Oracle via Citrix and Java
* Full 128bit data encryption of all portable machine hard drives using Symantec PGP
* RDP fault resolutions, floor walking and also liaising with department heads to provide solutions for issues
* Training new engineers and offering support when needed to others in the team
* Configuring Outlook proxies and Exchange settings and other proxy based settings for connectivity
* Citrix XenApp, Metaframe, Presentation Server administration; Java installations and Java C/P admin
* Cisco /F5 networks VPN administration, deployment and test
* Liaised with Project Management and Business Support Managers, in order to discuss efficiency and workflow

Jun ’13 – Dec ‘13

Hayes/Computacenter/RWE - nPower

Desktop Support / Service Desk / Team Lead / Field Engineer

The role involved working with a major project for RWE, providing Desktop Support for users from telesales to upper management to engineers at offshore wind farms.

- 1st and 2nd Line Support Duties

- Logging, owning and managing calls and resolving issues in line with and SLA’s

- GPO administration via Active Directory

- SCCM based image deployment and software distribution

- Encrypting Laptops using McAfee Endpoint Encryption

- Utilized HP accreditation to service faulty machines that are under warranty.

- Supporting Microsoft applications

- Setting up printers on the Domain

- Setup and support of Bespoke RWE- nPower applications, liaising with APP SUPPORT

- iPass and Cisco VPN clients for remote VPN access

- Terminal Service applications such as Microsoft RDP and Remote Assistance

- Marimba software deployment and management tool

July ‘12- September ‘12

Recruitment Service Team – Morrisons

Team Leader – POS and CISCO switch installation

Team Leader for the installation and server setup of new software, overlooking and partaking with the installation of CISCO 3650 switches and fiber module patching. Undertook the installation new POS back office configurations and installation of printers across the entire Morrisons estate. Liaised with Project Management, Cable and Wireless and Toshiba

April ‘12 – June ‘12

Concept IT - SSG

Workbench Engineer

Involved in the diagnostics and break-fix of IT and EPOS equipment, predominantly IBM equipment and Dell/HP computers. Repair to board level with electronic components, backlight repairs on TFT panels in tills and TFT computer monitors, TFT screen repairs and refurbishing Datalogic handheld units and also reimaging of HDD’s.

Feb ‘09 – Jun ‘13

RICO Logistics / Fujitsu Siemens

Field Service Breakfix Engineer

Worked at sites in and around the Midlands area, providing, within SLA’s, to companies such as B&Q, HBOS, RBOS, VOSA, Tesco Direct, HSBC, Mercedes-Benz and BMW, services to include

* Diagnosis/Repair to
  + Dell and HP Desktops and Laptops
  + Fujitsu Siemens EPOS machines
  + Inkjet and laser printers to include Lexmark T series Optra, HP printers’ components such as hard drives, main boards and expansion cards ordering and replacing.
* Component fault diagnosis
* Zebra POS printers, Tellac/Procoin note counters
* Rebuilds and configurations to
* Workstations such as the DELL GX520, Optiplex 745 and 755, Fujitsu D7 machines, servers such as the HPML350 G5 and EPOS equipment such as Fujitsu’s Beetles 5XL, M, M enhanced and the new Sx tills.
* Network setup and configuration of EPOS and PC equipment
* Fujitsu-Siemens S series laptop diagnosis and repair to include motherboard, RAM and screen replacements
* Board level repairs to some components such as expansion I/O cards
* Active Directory, adding users, computers and administering policies to hosts and users

Feb ‘04 – Aug ’05, July ’08 – Dec ‘08

AidComp Systems, Birmingham

PC/EPOS engineer/surveyor and 1st **Line Support**

April ’08 – June ‘08

Concept IT

IT Breakfix Engineer/ 1st Line Helpdesk

June ’06 – Dec ‘07

Zonal Retail Data Systems

Field Service IT/EPOS Break-fix Engineer

April ‘03 – June ‘06

Computacentre, Hatfield, Hertfordshire

Customer Engineer (PC/EPOS and Breakfix)

Aug ‘04 – Oct ‘05

Generic Software, Milton Keynes

EPOS/PC engineer and Breakfix

Interests and Attributes

I have a few years’ experience now with computers, starting with my first PC in 1994 which I took apart at almost fourteen. Developing an interest since then, built up my knowledge with various software and hardware through reading magazines, journals books and educational qualifications as well as eventual hands-on work-derived experience later on in life.

I am a reliable, self-motivated person able to work in a team or solitarily, who can be trusted, expected and relied upon, to carry out and complete tasks to the highest possible standards. I am trustworthy, polite and punctual and I am also a quick learner willing and able to develop new skills.

I am an active person who enjoys socializing and meeting new people. In my spare time I like to read magazines and newspapers and try and keep up to date with current affairs and technology. Also, I am a member of a local gym and also enjoy sports such as basketball, downhill and off-road mountain biking and track days with supersports motorcycles.

References - Available on request