**David Arundel**

[*david\_arundel@yahoo.com*](mailto:david_arundel@yahoo.com)

07564 00 6435 (mob)

**Employment Experience**

**Freelance Work** (March 2016 – Present)

**TNT Express** – Global Service Desk Analyst – Answering calls, and doing 1st and 2nd Line Support for the TNT estate mainly Windows and Citrix clients covering in-house bespoke apps, Lotus and Office 365 and the typical IT issues associated with a very large global IT Estate covering both Office and Warehouse Users. **(June – Present 2019)**

**Wago Engineering** - IT & Telephony Support for both Production and Office Users in a mixed Windows & Citrix environment. Also involved in office moves (so running cabling and patching), setting up new users (laptops, desktops, mobile phones etc. and supporting the typical software and hardware – printers, PCs, Cisco phones etc.) **(April/May 2019)**

**ASDA George House** - Windows 7 to10 Upgrade and Deployment (Building new laptops and desktops, User Data-migration, Build-post configuration and software installs, adding network printers, network drives etc. and trouble-shooting any issues ) (**Feb/Mar 2019)**

**ePOS Support Engineer** – Remote and On-site ePOS Support and Installs and network trouble-shooting

**(July – Dec 2018)**

**National Grid** - Desktop Support Engineer in a large corporate secure networked environment supporting mainly Windows 7 and 10 on laptops and desktops, supporting the typical hardware and software to be found in such large IT estates. **(April – July 2018)**

**Coventry University** – Auditing current hardware for a Windows 10 roll-out **(March – April 2018)**

**Saint-Gobain** - CRM Software update done remotely for all Jewsons sites and post-install configuration of Cisco Switches **(Jan - Feb 2018)**

**Severn Trent Water** - Desktop Support and Field Engineer Contract for at their Head Office in Coventry supporting Windows and Citrix Users, networked plotters and printers, mobile users and the typical hardware and software found on such large estates **(Aug – Dec 2017)**

**Ricoh** - Printer and Photocopier refurbishment project **(June – Aug 2017)**

**Virgin Media** - Cable Broadband and telephony installs and trouble-shooting **(Dec 2016 – June 2017)**

**IKEA** – Installing In-Store Audio Visual Displays and Totem Poles **(Nov/Dec 2016)**

**Premier Inn** - Site Surveys and audits and then installing new Back Office Server, PCs and ePOS systems

**(Aug - Oct 2016)**

**Mercedes-Benz** – Windows 10 Deployment and upgrade for a few Mercedes-Benz Dealerships installing PCs and “floor-walking” post deployment to ensure all systems were operational and staff were familiar with the new systems **(June – July 2016)**

**Office-based Field Engineer - Ortiga Communications** (June 2015 – March 2016) **Various Clients**

Remote and Onsite IT, Telephony and Broadband Support to mainly SMEs, Schools and Home Users.

Network Administration (Server 2003 – Server 2012, SBS), email (Exchange and Office 365), AV and Firewall configuration and management, Day-to-day User Hardware and Software Support and trouble-shooting of both IT and VOIP telephony (Panasonic, Cisco, Swyx mainly).

Remote Access Software - LogMeIn, N-Able, TeamViewer, TNC, LANDesk etc. and VPNs.

**Contractor - Field Service Engineer** (Nov 2014 – June 2015) **Various Clients**

Attending mainly Toshiba, Siemens and NCR Field Calls, for a wide variety of retail customers including Sainsbury’s, Stonegate Pubs, Moto Services, JD Sports, Tesco, Sodexo, Nisa Stores etc. covering the usual Field Service break/fix responsibilities and duties.

Also spent 6 weeks on a Laptop and **Desktop Windows 7 Pro Build and Deployment Project** for **Mondelēz International**.

**Contractor - Staging Engineer**  (Jan 2014 – Nov 2014) **NCR**

Configuring, staging and testing ePOS systems for NCR clients, NCR V5 “Fastlanes” and variants (XC’s, Hybrids etc.), RAP Stations, Desktop Boxes and Servers. Loading and configuring hardware and peripherals

Unemployed between (May 2013 - Jan 2014)

**Field Service Engineer** (Jan 2012 – May 2013) **Retail Service Team**

Toshiba Field Service Engineer supporting Morrisons’ ePOS, PFS and Wincor Self-Checkouts, Pizza Express, Stonegate Pubs (ePOS and Servers), Moto Services (ePOS and Servers), WH Smiths, Burger King, Sodexo, Nisa etc

**Contractor - Customer Engineer** (Oct 2010 – Oct 2011) **NCR**

Customer Engineer to NCR Retail Customers, including Sainsbury’s, ASDA, Tesco, Aldi, Starbucks, Primark and other NCR customers troubleshooting and fixing V4 and V5 Fastlanes (Self-Checkouts), POS systems, Servers, printers, scanners, scanner/scales, Chip n Pin terminals and other peripherals.

Unemployed between (Feb 2010 and Sept 2011)

**Field Service Engineer** (April 2008 – Jan 2010) **Springbok IT & Business Services**

IT Engineer to both home users and Businesses in Namaqualand, South Africa.

Dealing with issues from re-installing Operating Systems to network (LAN) planning and implementation, virus removal, installing firewall and AV software, hardware and PC upgrades.

Spent time in South Africa building 12 flats with my father **(Aug 2007 – April 2008)**

**iPM Floor Walker** (June 2007 – July 2007) **Coventry University Hospital**

Desktop support to Users using iPM (the new NHS national patient database) during the “go-live” period.

Dealing with members of the public/patients and NHS Staff.

**Student** (September 2006 – June 2007) **Coventry University**

Passed 1st year of the BSc (Computer Science) degree.

**Freelance IT Sub-contractor** (March 2005 – August 2006)

Installing PointSec encryption software on laptops, and resolving post-installation software issues.

Re-installing both software and operating system if PointSec installation failed for Royal Bank of Scotland.

**Roll-out/ATM Engineer** (June 2003 – March 2005) **Micro Route**

**ePOS**

Installing and commissioning new ePOS systems.

Running test transactions and trouble-shooting and solving installation and connectivity issues

**ATM’s**

**Barclays Bank and Co–Operative Bank & Stores**

Installing and commissioning new Data Points for the Bank – combining the functions of a non-cash dispensing ATM and internet banking.

Trouble-shooting network and telephony connectivity issues, with Cisco Routers and secure BT data lines.

**Network Roll-out & Home User Training**

Laptop and Win XP upgrade for the RSA Group. Upgrading Home Users’ Laptops, re-installing data from the old laptop to the new one, installing hardware peripherals and software.

Staff training on new software and Windows XP.

**Agency Temp** (October 2000 - June 2003) **Able Industrial**

Various Office Administration assignments, usually IT orientated in their function.

**Business Consultant** August 1999 - October 2000) **Panasonic Business Systems**

Pre & Post Sales Business Consultant for Central Panasonic Business Systems, providing office automation systems, analysis and integration for existing and new Business clients, with special emphasis on IT systems.

Providing technical support, both on-site and telephonically.

**Logistics and IT Manager** (March 1997 - August 1999) **Mutual Ghana Ltd**

Exploration Geology and IT Support

**Senior Geological Technician** (February 1990 – March 1997) **Gold Fields of South Africa**

Network Administration and Technical Support to the Group’s Gold Mines and Exploration Offices.

Training – both Geological Technicians and Post Graduate Geologists.

**Personal Particulars & Additional Information**

**Full Name:** David Arundel

**Born**: **Swansea**, Wales, **UK**

Full (clean) Driving Licence

Health – excellent

**CSCS Card Holder**

Referees available on request