# Michael Hughes

**Primary Address**: 43 Bridgegate Road, Rhyl, Denbighshire, LL18 4BL

**Able to contract anywhere in England/Wales at short notice – Please see previous assignments**

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## personal statement

Professional IT technician/deployment engineer/project worker, with a passion for achieving results. Extremely customer-focused, a knowledgeable and resourceful candidate with excellent organisational skills. I am particularly looking for IT contract work; happy to travel around the UK.

## professional qualifications & certificates

* NVQ Level 3 for Communication Technology Professionals at Defence College of Communications Information Systems (Edexcel)
* Advanced Apprenticeship for IT & Telecoms Professionals at No.1 Radio School, RAF Cosford (e-skills UK)
* BTEC National Award Level 3: Communications Technology at Defence College of Communications Information Systems (Edexcel)
* Certificate of Completion for CCNA Exploration: Network Fundamentals dealing with the configuration of Cisco routers
* QA Microsoft-accredited course: Troubleshooting and Supporting Windows 7 in the Enterprise
* Portable Appliance Testing (City and Guilds 2377-22)

## education

* Holy Family Catholic High School, Thornton, Merseyside, 1994-2001
* 5 A-levels: 3 A’s (Economics, Maths, General Studies), B (Geography), D (Physics)
* 11 GCSE’s: 8 A’s (including Maths, English, & the Sciences) 3 B’s

## employment

Job title: Desktop Support Engineer

**Company name**: Aeroflex/Viavi Solutions Ltd

**Location**: Longacres House, Six Hills Way, Stevenage, SG1 2AN

**Dates of employment**: Apr’ 19 – Sept’ 19

**Roles & Responsibilities:** Building desktops/laptops to Windows 10. Office O365 user account set-up and sign-in. Configuration of IP/adapter settings; remote/offshore user machines set to static IP. Changing of IPs to move machines between VLANs. Switch port config to enable ports to operate in different VLANs using PuTTy. Installation of engineering software including Python, Visual Stdio, Matlab, Slickedit etc. Onedrive setup and migration of user data from network home drive to the cloud. Migration of users from Aeroflex domain to Viavi domain. Laptop encryption using McAfee ePolicy Orchestrator 5.9. Configuration of ePDU switches to enable remote power on/off of offshore machines. Setting up Guest WiFi accounts. Originally a 4 month contract. Extended for additional 2 months, whilst fellow contractor colleague was released.

Job title: VIP Endpoint encryption engineer/MS Office 365 license clean-up project

**Company name**: Euro Car Parts Ltd

**Location**: Birch Coppice Business Park, Danny Morson Way, Dordon, Tamworth

**Dates of employment**: Jul ’18 – Feb ‘19

**Roles & Responsibilities:** Reimage Lenovo/HP laptops from Win 7/8 to Win 10 using MDT build server. Back-up user data to OneDrive before reimaging, and restore data and settings after rebuilding. Set up users for Azure AD Single Sign-On, ensuring usernames matched in on-premise AD and in O365 before adding users to AD group to synchronise passwords for Windows/Microsoft accounts. Encryption of assets using Bitlocker with keys uploaded to AD. Documentation written up. Build guides created, VIP users had to be contacted individually and appointments made, calendars and project working documents created/updated/shared in SharePoint. Windows 10 floor walking for newly-deployed users and one-to-one familiarisation.

Contract extended for a further 3 months to clean up O365 licenses. Many mailboxes used by teams were licensed. Identified these mailboxes with an extract from AD Manager Plus, converted mailboxes to Shared Mailboxes, and O365 license could then be removed as they’re not required by a shared mailbox in O365. Saved the business a lot of money. License management, assigning O365 Enterprise E1/E3/Visio/Project/Adobe licenses where applicable. Individual licenses cleansed by identifying accounts no longer required and stripping licenses. Documentation of all processes.

Job title: Service Desk Analyst/1st/2nd Line Support Engineer

**Company name**: Essar Oil (UK) Ltd/Millbank Holdings Ltd

**Location**: Stanlow Oil Refinery, Ellesmere Port

**Dates of employment**: Jan ’16 – June ‘18

**Roles & Responsibilities:** Active Directory management; Exchange Server 2013 administration – updating mailboxes via the Exchange Admin Centre; Windows 7/10 fault maintenance. Refresh project of desktops/laptops/Surface Pros to Windows 10, using builds on SCCM.

iPhone deployment – refresh of handsets and backups using iTunes/iMazing/SimpleMDM. Project initially to migrate 150 users from Blackberry to iPhone 6s, then iPhone 7/8. Registration of devices via the Apple Deployment Programme to MDM; ordering applications through the Volume Purchase Programme and pushing to devices via application groups. Mobile billing responsibilities.

Forcepoint administration – releasing emails from quarantine, resolving Websense internet access issues. Remote user assistance using SCCM viewer/Skype. VC assistance using Pexip Virtual Meeting Rooms and Skype. Administration of the Pexip/Skype servers.

Installation of communications cables/termination of network/telephone points, plus patching. Installation of associated trunking. Printer administration using Safe-Q with follow-me queues. PST file migration using Quadrotech/Flight Deck. Regular PAT testing of new hardware.

Job title: Deployment Engineer/2nd Line Support

**Company name**: Hewlett Packard/Synergize Consulting Ltd (MOJ)

**Location**: Newport Shared Services Centre, Wales

**Dates of employment**: Sept ’15 – Jan ’16

**Roles & Responsibilities:**

Laptop/Thick Client refresh project. Setup of a build room using a CISCO switch. BIOS settings configured to enable laptops to build using the HP Client Automation tool. Laptops encrypted using BeCrypt and subsequent RSA tokens activated for specific laptops. Radia tool ran to download specific applications for users. Liaison with the Quantum Software Delivery Configuration team to address build issues and to place new laptops on to the build queue.

Machines deployed to users (VIPs), with deskside support provided to assist with local settings, and guide users regarding off-site/remote working processes. Users shown how to access their local applications, and those applications available through Citrix. Recording asset details of old/new machines on a drop sheet. Updating the Site Implementation Plan with details of upgraded/modified assets. Production of a handout to assist users with helpful information. Use of Blancco software to securely erase data on old machines.

Job title: ICT Specialist

**Company name**: Royal Air Force

**Location(s)**: RAF Halton, Bucks (May ‘08 – Jul ‘08) Basic Military Training; RAF Cosford, West Mids (Jul ‘08 – Aug ‘09) IT Advanced Apprenticeship; RAF Odiham, Hook, Hants (Aug ’09 - Jan ‘13) Telecoms/1st/2nd Line Support; RAF Waddington, Lincoln (Jan ’13 - Sep ‘15) Service Desk Analyst.

**Dates of employment**: May ‘08 – Sep ‘15

**Roles & Responsibilities:**

Maintenance and administration of IT and telecommunications assets and networks; maintaining the infrastructure; booking out faults where appropriate; servicing telephony devices; associating users with Restricted Blackberry devices; running projects to improve the telecoms network saving money for the Royal Air Force; training new-comers with regards to processes and writing working instructions for training packages; conforming to strict military Site Co-ordination & Installation Design Authority (SCIDA) regulations with regards to new planned requirements. Sharepoint administration/team site design. Quest Active Roles Server (QARS) used to assign Sharepoint permissions to user roles.

A subject matter expert for video-teleconferencing, I have regularly set up these, and carried out fault diagnosis when there have been technical problems. Installation and administration of Lumension Endpoint Management security software to apply Group Policy settings across the Secret LAN.

## Additional relevant info

Trained previously in Health & Safety Awareness, Equality & Diversity, Human Factors, Fire Safety, and Manual Handling. Full UK Driving Licence. Security clearance previously held in RAF - SC/NATO Secret.

## references

References available upon request.