**Mathieu Kapasi**

Deployment and Data Migration Engineer, Windows Support Analyst,

Experience of working within an ITIL framework  
Mobile: 0044 798 238 9590 E-mail: [matt\_kapasi@yahoo.co.uk](mailto:matt_kapasi@yahoo.co.uk)

**Experiences:**

**June2019 to date: Deployment Engineer Co-Op Bank (North West UK)**

**&Senior 2nd Line Support and Deployment Engineer**

**Brakes (Warrington) for SCC International**

* Migration Windows XP &7 to Windows 10 and Deployment Windows 10
* Bitlocker Encryption, RSA SecurID, Cisco Anyconnect
* Migration O365 and Troubleshooting
* Exchange and Outlook 2016
* Migration Office 2010,2013 to Office 2016 and Onedrive
* MDM Intune support
* Active Directory including Group Policy management.
* Real time support Windows 10 environment
* Data transfer (SCCM, MDT, Easy Transfer)

**Apr2019 to June2019: Senior 2nd Line Support and Deployment Engineer**

**Rathbone Investment Management (Liverpool)**

* Migration Windows 7 to Windows 10 and Deployment Windows 10
* Migration Office 2010,2013 to Office 2016, Office 365 , Onedrive
* Active Directory including Group Policy management.
* Real time support Windows 10 environment
* Dynamics CRM2016 and 365
* Data transfer (SCCM, MDT, Easy Transfer)

**Jan2019to Mar1029: Deployment and Migration Engineer at Perkins Caterpillar (IRLAM, UK)**

**Windows 10 and Office 365 Deployment Engineer**

* Migration Windows 7 to Windows 10 and Deployment Windows 10
* Migration Office 2010,2013 to Office 2016, Office 365
* Real time support Windows 10 environment
* Cisco phone (Jabber) support, Remote Desktop Connection
* Active Directory including Group Policy management.
* Issue analysis and resolution within the Windows 10 environment.
* Data transfer (SCCM, MDT, Easy Transfer)

**Jan2017 to Dec2018 DeskSite Support and Deployment Engineer for Kellogg’s EMEA  
(Manchester, UK)**

* Provide 2nd and 3rd Line support for Kellogg’s EMEA under SLA’s
* ITSSM Service Now, AD, Ms Office 365 Administration and support
* Windows 7,10 , MAC OS support and Troubleshooting
* Ms Office 2013, 2016, Office365 Support and administration
* Exchange, Outlook 213, 2016, Office 365 troubleshooting
* Microsoft Office 365 Admin, Cloud, Hyper V, VMware
* Data transfer (SCCM, MDT, Easy Transfer)
* Skype for Business(Installation, configuration, Troubleshooting: Calls, Video calls, Meeting planning, link with Outlook Calendar) , Microsoft Teams
* Mobile devices (Smartphone’s and tablets ) Airwatch, Intune  
  Android, iOS, MDM
* Remote assistance RDP, Dameware, PowerShell

**Aug2016 o Dec 2016: Support and Deployment Engineer for Mphasis at Bentley Motors   
(Crewe, UK)**

* 2nd line support Windows 7
* Troubleshooting Windows 7
* Migration Windows 7
* Data transfer (SCCM, MDT, Easy Transfer)
* Microsoft Lync (Installation, configuration, Troubleshooting)
* McAfee Enterprise Suite
* Mobile devices, Smartphone’s and tablets

**May2016 to Aug 2016: IT Support and IT Trainer for Empreinte Project   
(Community organisation)**

Organize, deliver training and support to staff, clients Microsoft office users.

Providing full Microsoft package training (Word process, Spreadsheet, Access, PowerPoint) and use of e-mail, internet and other social media for refugee and Asylum seeker in Liverpool area.

**Jan2016 to May2016: Deployment Engineer for Unisys at Unilever Port Sunlight (UK** )

**( Toshiba Desktop, Toshiba Laptop, Surface Pro)**

- Part of a team of 3 to carry a pilot project of migration to Windows 10  
 - Team leader for a group of 8 engineers carrying the building and deployment

- Part of a team of 3 for the Post Go Live Support.

* Office 365 Post migration and 2nd line support
* Building desktop and laptop devices into a standard image
* Migration Windows 7, 8.1 & 10
* Data transfer (SCCM, MDT, Easy Transfer)
* Desktop Support Windows 7, 8.1 & 10
* Upgrades and Migrations
* Troubleshooting Windows 7, 8.1 & 10

**Nov 2015 to Dec 2015: IT Engineer for SCC at United Utilities (UK)   
 ( HP - 300 laptops + 50 desktops)   
 Working alone or on team of two in different sites in the North West**

* Migration Windows 8.1
* Office 365 Post migration and 2nd line support, Citrix
* Desktop Support Windows 7 & 8.1
* Upgrades and Migrations
* Troubleshooting Windows 7 & 8.1
* Citrix

**Sept2015 to Oct 2015: Deployment Engineer for Unisys at Unilever Port Sunlight (UK** )

**(HP : 300 laptops + 80 desktops)**

Team leader for a team of 6 engineers

* Building desktop and laptop devices into a standard image
* Migration Windows 7& 8.1
* Data transfer (SCCM, MDT, Easy Transfer)
* Post Migration Support Office 365
* Desktop Support Windows 7 & 8.1
* Upgrades and Migrations
* Troubleshooting Windows 7 & 8.1

**June 2015 to Aug 2015: Deployment Engineer for SCC at United Utilities Warrington and   
 Whitehaven ( HP: 1600 laptops + 400 desktops)  
 Part of a team of 16 engineers**

* Migration Windows 7 to 8.1
* Post Migration Support Office 365, Citrix
* Desktop Support Windows 7 & 8.1
* Upgrades and Migrations
* Troubleshooting Windows 7 & 8.1
* Citrix

**April 2015 to May 2015: Front Office Engineer for Unisys at Unilever Solna (Sweden) and Warrington(UK)   
Rollout and Desktop Support ( Toshiba: 350 laptops + 60 desktops)**

Team leader for a team of 8 engineers.

Keeping update for all documentations and liaising with the project manager.

Managing the progress of the project

* Building desktop and laptop devices into a standard image
* Upgrades and Migrations
* SCCM, MDT, Easy Transfer
* Installation, Maintenance & Support (Hardware and Software)
* Troubleshooting XP, Windows 7,8
* Windows Server 2008, Windows 7 & XP, Office 2010 & 2013, Exchange 2007, 2010

**Mar 2015 to Apr 2015: Field Engineer (Rollout, Desktop support) for NHS at Cheshire and Merseyside Commissioning Support Unit (CMCSU)**

* Building desktop and laptop devices into a standard image
* Upgrades and Migrations
* SCCM, MDT, Easy Transfer
* Installation, Maintenance & Support (Hardware and Software)
* Troubleshooting XP, Windows 7,8
* Software - Server & Desktop operating systems / E-mail / Desktop applications

**Aug 2014 to Feb 2015: IT Back Office Engineer for Unisys France at Unilever  
 (1200 laptops + 300 desktops)**

Deputy Team Leader for a team of 10 engineers

Working as a bridge between the Project Manager based in UK and the team   
 leader in France.

Managing the progress of the project onsite and updating the project manager   
 with all necessary documentation.

* Building desktop and laptop devices into a standard image
* Upgrades and Migrations
* SCCM, MDT, Easy Transfer
* Installation, Maintenance & Support (Hardware and Software)
* Windows Server 2008, Windows 7 & XP, Office 2010 & 2013, Exchange 2007, 2010

**Mar 2014 to July 2014: EPOS Field Engineer for Cerco IT (Carphone House, Vodafone, Ricoh,  
 Mothercare)**

* Installation, Maintenance & Support (Hardware and Software)
* Epos Installation
* Upgrades
* Migrations

**Feb 2013 to Feb 2014: IT Field Engineer for CommTech 2000 , Manchester, UK**

* Virtualisation (Creation, Installation, Management)of Virtual Machine, Hyper V,
* Backup and disaster recovery
* Windows XP, 7, 8, Server 2003, Server 2008, SBS Server 2008,
* Installation, Maintenance & Support (Hardware and Software) ‘Upgrades
* Networking, Firewalls, VMWare
* Troubleshooting XP, Windows 7,8
* Microsoft Office, Exchange, Arcserve, Symantec, Citrix,Sage,…
* Hardware - Servers / PCs / Printers / LAN hardware
* Software - Server & Desktop operating systems / E-mail / Desktop applications
* LAN & WAN experiences
* Mobile Device Management (android / IOS / Blackberry, windows)

Backup/Restore from Files & Folders to BMR  
**Jan - Feb** **2013 IT Deployment Engineer for Tynans, Wigan, UK**

* Installation and deployment new equipment for Kingfisher at B&Q stores around England  
  (Windows 7)

**Nov –Dec 2012** **Cerco Training’s intensive Computer Systems & Network Support course**

Practical experience of installation, repair and maintenance on a wide range of software and hardware products.

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# Qualifications

Cerco Certificate in Systems & Networking (CCSN)

**Sept 2009 - Sept2012 November 2012 - Empreinte Skills Centre Project Manager (Liverpool)**

As a standalone professional actively supporting the at all levels (managers and staff) with comprehensive services; leading edge technology with exceptional people skills. I have successfully set up and managed a training centre in Liverpool to providing IT skills;

**Duties & Responsibilities**  
**Technical Support**  
 Install and support, maintain, manage network system routine  
 Providing a full range of support services to management team, staff, clients and  
 service users including advice and troubleshooting

**Training & Information**

Responsible for supporting and assisting internal Microsoft users and other specifics job related Software users within the company.

Organize, deliver training and support to staff, clients Microsoft office users. providing full Microsoft package training (Word process, Spreadsheet, Access, PowerPoint),

IT skills from the beginning to ECDL certification to foreign learners.

**Oct 2003 - Dec 2006**: **DVI –NETWORK - IT Technician (2nd and 1st line support.)**  
 Duties & responsibilities Management & Technical.  
 Support Microsoft office , lotus Notes and Domino enterprise users .  
 Install and support, maintain, manage network routine and ensuring that the  
 technical needs of companies we are dealing with are met and their equipment are up to the standard.  
 Organize, deliver training and support to clients Microsoft office users.

**Education/Training:**

**2012** Cerco IT Training & Recruitment:-

Unique Certificate in Systems & Networking (UCSN)

**2012** MCSE Windows server 2003 - 2008, Windows 7, 8.1 & 10

Installation, administration & Troubleshooting

E-careers IT Training

**2001** Administration Domino - Learning Tree International (Paris – France)  
**1997** Administration Lotus - Hemisphere Groupware (France)   
**199**6 Network Management E.I.C Développement (France)  
**1995**  IT Network: Architecture et Communication  
 Conservatoire National des Arts et Métiers ( CNAM)   
 Versailles – France  
**1995**  Diplôme Universitaire de Technologie en   
 Génie des Télécommunications et Réseaux -   
 IUT de Villetaneuse Université de Paris XIII – France

**Additional Information:**Full bilingual English French (Native)  
Full Clean UK driving licence.