#### Personal Details

**Nationality :** British **Mobile :** 07491-282202

1. **Location :** South West London **E-mail :** [Bunose@hotmail.com](mailto:Bunose@hotmail.com)
2. **Date of Birth :** 1970 **LinkedIn :** <http://uk.linkedin.com/in/bunose>
3. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
4. **Education & Qualifications**

2019-Present CCNA

2003-2004 Common Engineering Foundation (SouthBank University)

**Profile**

**Desktop Support Engineer (2nd Line IT Support)** with about 15 years commercial experience in the IT Industry providing Desktop Support (2nd Line IT Support) to both Private & Public Sector which includes: ASCERTUS (Clients: Law Firms & Legal Departments), Storm Technologies (Client: Allen & Overy LLP), Norddeutche LandesBank, Advantis Communications, KWM Europe LLP, McGraw Hill Education, Leonard Cheshire Disability, NHS Hospital, Tate Gallery, Getronics (Client: Warner Brothers), Nursing & Midwifery Council, Cosmos Holidays, Bates InfoTech (Client: UK Power Networks), Queen Mary University of London, Phoenix IT Services (Client: American Express), Fujitsu Services (Clients: HMRC, FSA, GOL & BERR).

**Specialising in:** User Support & Troubleshooting IT Hardware/Software, VoIP, Smart Phones. Installation & Configuration of IT Hardware/Software, Building of Desktops/Laptops via SCCM for Windows OS & via CASPER for MAC OS, VoIP (MITEL/CISCO/ShoreTel), Smart Phones, MDM (UEM), User/System Administration via Active Directory (Windows Server 2003/2008), Email Administration/Support via MS Outlook & MS Exchange Server 2003/2007/2010 & Office365, MS SQL Server 2005/2008, SharePoint, CITRIX, eDMS (Omni & iManage - FileSite/WorkSite), Bloomberg, Network Connection/Patching, Data Backup & Recovery (X500/ArcServe) and also Migration/Upgrades/Roll-Outs of IT Hardware/Software & VMware, Floorwalking and Hardware Breakfix & Support for the MTS Systems of TATE Gallery.

I am a dedicated team member who works well under pressure, always meeting deadlines. Enjoys team work but can also work on own initiative with little or no supervision.

I possess excellent Customer Service Skills and Communication Skills both verbal and written and also excellent Analytical & Problem Solving Skills. **I am immediately available for both Contract & Permanent work within an IT Support role in the London area.**

**Technical Skill Summary**

**Operating Systems:** Windows 2000/2003/NT/XP/Vista/7/8/8.1/10

Apple Mac 10.6/10.9/10.10/10.11 and NOVELL.

**Software Packages/Tools:** MS Office 98/2000/2003/2007/2010/2013/2016, MS Office 2011 for Mac, GroupWise v6.5/v8, LOTUS Notes v8.5/v9, Entourage, Bloomberg, Active Directory, SharePoint, NOVELL Console One, X500, Exchange Server 2003/2007/2010, Office 365, MS SQL Server 2005/2008, CITRIX, Service Desk Call Logging System – (Remedy/EARS/TRIOLE/Peregrine/iResponse/ServiceNow/FootPrints/Sostenuto/Vivantio/Web Helpdesk). AntiVirus, ARCServe – (Backup Server Application), Remote Tools – RDC/RDP/Remote Assistance, (VNC/LANDesk/DameWare/SCCM/CentraStage / TeamViewer) and eDMS (Omni & iManage – FileSite & Works).

**Hardware:** Desktops/Laptops/ThinClients/Printers/MFDs / Servers/VoIP Phones/BlackBerry/iPhones/Android Phones/iPads.

**Technologies:** VMware, Azure, AWS, TCP/IP, DHCP, DNS, CITRIX, AV (Polycom), VPN, VoIP, Encryption (Software Encryption – EndPoint / BeCrypt / Credant & Hardware Encryption-Flagstone), Universal Device Servers, ITIL, & Email Archive System – PST, MailStore & MimeCast

**References: Available On Request**

**EMPLOYMENT HISTORY**

**10 DEC 2018 – 02 APR 2019** **ASCERTUS LIMITED**

**Technical Support Engineer (2nd Line IT Support)**

Working as part of the Technical Support Team based in their London Office. This Role involved providing Technical Support to their Client’s which includes Law Firms & Legal Departments.

**Responsible for:**

* Support &Troubleshooting of the electronic Document Management System (iManage Filesite / iManage Works) also via the use of additional means such as AWS.
* Logging Calls & Updating the call logging system called WorkBook with call progression details and managing the fault calls within agreed SLAs.
* Escalating & managing issues through to resolution with the appropriate Vendor
* Distribution of the latest software releases, service packs or patches.
* Following diagrams and written instructions to repair faults or set up Systems.

**Technical Snapshot:** Windows 10, AWS, Azure, MS Office 2016, Office 365, iManage Filesite 9/Works 10, WorkBook, GoToMeeting, GoToAssist, TeamViewer.

**03 SEP 2018 – 03 Oct 2018**  **ALLEN & OVERY LLP**

**IT Engineer (2nd Line IT Engineer)**

Working as a Contractor with Storm Technologies for one of their Client called Allen & Overy, a Law Firm based in the London Office. This was a 1 Month Contract which involved providing 2nd Line IT Support.

**Responsible for:**

* Application Testing: EDMS – iManage FileSite Pre-Migration from EDMS – Omni
* Documentation of the Results of the Application Testing of the EDMS – iManage FileSite.
* Troubleshoot any issues resulting from the Tests of EDMS – iManage/FileSite.

**Project:** Migration from EDMS – Omni to EDMS – iManage Filesite.

**Technical Snapshot:** Windows 7/8, MS Office 2010/2016, EDMS Omni/iManage FileSite v8.

**27 NOV 2017 – 25 MAY 2018**  **NORDDEUTCHE LANDESBANK**

**IT Support Engineer (2nd Line IT Support)**

Working as a Contractor based in the London Office. This was a 6 Months Contract which involve providing 2nd Line IT Support to the London Office comprising 200 Users.

**Responsible for:**

* User Support & Troubleshooting: MS OS Windows 7/10, CITRIX, IBM Lotus Notes 8.5/9, iPhone, Desktops, Laptops, IGEL Thin Clients (VMware), Canon & Ricoh MFD, VoIP (ShoreTel) via ShoreTel Server and KIRK Wireless Server 6000 & KIRK Base Station 6000.
* Installation and Configuration of IT Hardware/Software/Firmware such as: Desktops, Laptops, MS OS Windows 7/10, CITRIX, LOTUS Notes 8.5/9, iPhone, IGEL Thin Client, VoIP (ShoreTel) via ShoreTel Server and KIRK Wireless Server 6000 & KIRK Base Station 6000.
* Laptop/Desktop Builds and Network Connections / Patching
* Video & Telephone Conference Unit (Polycom) – Support & Troubleshooting.
* IT Asset Database Management

**Project:** IGEL Thin Client Roll-Out (VMware) & Thin Client Install/Configuration via IGEL UMS Server & also Movement of Network Devices from old to new Cabinet in Data Center.

**Achievements:** Contract got extended 3 times, by 1 Month each timeto make the original 3 Months Contract to become a 6 Months Contract.

**Technical Snapshot:** Windows 7/10, CITRIX, IBM Lotus Notes 8.5/9, iPhone, ShoreTel Server (Windows Server 2008 R2), IGEL UMS Server (Windows Server 2008 R2), IGEL Thin Clients, VMware, VoIP (ShoreTel), Desktops (HP Compaq), Laptops (HP Compaq/EliteBook), Canon & Ricoh Multi-Functional Device, and KIRK Wireless Server 6000 & KIRK Base Station 6000.

**04 SEPT 2017 – 15 OCT 2017 ADVANTIS COMMUNICATIONS**

**IT Support Engineer (2nd Line IT Support)**

Working as part of the IT Support Team based in their London Office. This Role involved a Blackberry Migration Project.

**Responsible for:**

* Migration of Blackberry Classic/Bold (BES Server) to Blackberry Priv (UEM)
* Backing up of Users’ Data from old Blackberry Classic Handheld Device Pre-Migration
* Installation & Configuration of new Blackberry Priv Handheld via UEM Technology.
* Return of Users’ Data to new Blackberry Priv Handheld Device Post-Migration

**Project:** Blackberry Migration

**Technical Snapshot:** Blackberry Classic/Bold, BES Server, Blackberry Priv, UEM, UEM Client, UEM Works, Windows 7

**16 MAY 2017 – 03 JUL 2017 QUEEN MARY, UNIVERSITY OF LONDON**

**Service Desk Analyst (1st/2nd Line IT Support)**

This was a 7 Weeks Contract providing 1st/2nd Line IT Support for Cancer Research Department.

**Responsible for:**

* User Support & troubleshooting of IT Hardware & Software such as: Desktops, Laptops, Printers, Multifunctional Devices, iPhones, Android Phones, iPads, MS Windows OS 8.1/10, MAC OS 10.6/10.9/10.10/10.11, MS Office 2013/2016, Office 365, CITRIX, VPN, Skype for Business 2016, Adobe Products, Business Developed Applications / Bespoke Applications.
* Installation and Configuration of IT Hardware & Software such as: Desktops, Laptops, Printers, Multifunctional Devices, MS Windows OS 8.1/10, MAC OS 10.6/10.9/10.10/10.11, MS Office 2013/2016, CITRIX, VPN, Skype for Business 2016, Adobe Products, Business Developed Applications / Bespoke Applications.
* Logging Calls & Updating the call logging system Web Helpdesk with call progression details.
* Password Resets and Accounts unlock via Active Directory (Server 2008).
* Desktop & Laptop Builds – (via SCCM for Windows OS and Casper for MAC OS)

**Achievements:** Got a 2nd Term contract having 1st successfully completed 1st Contract in the 2012.

**Technical Snapshot:** Windows 8.1/10, MAC OS 10.6/10.9/10.10/10.11 MS Office 2013/2016, Office 365, CITRIX, VPN, Skype for Business 2016, SCCM, Casper, Desktops – DELL/HP Compaq, Laptops – DELL, Windows Server 2003/2008/2012.

**15 FEB 2017 – 24 MAR 2017 KWM EUROPE LLP**

**Desktop Support (2nd Line Support)**

This was a 5 Weeks Contract working in their London Office which involved providing 2nd Line IT Support KWM Europe LLP (King & Wood Mallesons).

**Responsible for:**

* User Support & Troubleshooting: MS OS Windows 7/10, MS Office 2010/2013/2016/Office 365, Skype for Business 2016, Desktops, Laptops, Smart Phones i.e. iPhones/Android Phones, Printer, Multifunctional Device (MFD), and Business Developed Applications/Bespoke Applications (i.e. WorkShare/FileSite Electronic Document Management System).
* Installation and Configuration of IT Software/Hardware e.g. MS OS Windows 7/10, MS Office 2010/2013/2016/Office 365, Skype for Business 2016, Desktops and Laptops, Printers & Multifunctional Devices and Business Developed Applications & Bespoke Applications.
* User Account Administration via Active Directory.
* Move/Add/Decommission of IT Hardware

**Project**: Office Move - The movement of all IT equipment from old Office to a new Office.

In addition, the Migration of Windows 7 to 10

**Achievements:** Contract was extended by 1 Weekto make it changedfrom4 Weeks to 5 Weeks.

**Technical Snapshot:** MS OS Windows 7/10, MS Office 2010/2013/2016/Office 365, Skype for Business 2016, WorkShare/FileSite Document Management System, Active Directory, HP Compaq Desktop, DELL Laptops, iPhones/Android Phones, HP Printers, Canon MFD, OneDrive.

**17 OCT 2016 – 10 JAN 2017 McGRAW HILL EDUCATION**

**Infrastructure Support Technician**

This was a 3 Months contract which involved providing 2nd Line IT Support to McGraw Hill Education London comprising of about 150 User.

**Responsible for:**

* User Support & Troubleshooting: MS OS Windows 7/10, MS Office 2013/Office 365, Skype for Business, Laptops, MFD, Adobe Products, VPN Application, Remote Desktop Connection for Users in a Project Team, and Business Developed Applications/Bespoke Applications – e.g. SmartSheet and Chromecasts in the meeting rooms .
* As part of Global Technical Solutions Team (GTS Team), I am the focal point for IT Support in the London Office and working with other GTS Staff and Partners on relevant Tasks/Projects, principally with 3rd party IT Managed Services Provider.
* Manage ServiceDesk Tickets relating to the London Office Infrastructure and Users, thus updating Tickets with their progression details and managing Tickets within agreed SLAs.
* Installation & Configuration of IT Software/Hardware e.g. MS OS Windows 7/10, MS Office 2013/Office 365, Skype for Business, VPN, Chromecasts in meeting rooms.
* Move/Add/Decommission IT Hardware
* Remote Desktop Connection Installation & Configuration for Users in a Project Team
* Hardware Breakfix.

**Project:** Migration from Windows 7 to 10

**Achievements:** Put a permanent resolution in place for couple of ongoing issues Business Developed Application – SmartSheet, had i.e. extreme slow performance, constant freezing and failure to save changes.

**Technical Snapshot:** Windows 7/10, MS Office 2013/Office 365, SmartSheet, Skype for Business, Laptops – DELL, MFD – RICOH, Call Logging System – Service Now and Pulse VPN.

**25 JULY 2016 – 22 SEPT 2016 LEONARD CHESHIRE DISABILITY**

**1st Line Support Engineer**

This was a 2 Months contract working in their London Office which involved 1st Line IT Support to Leonard Cheshire Disability

**Responsible for:**

* User Support & Troubleshooting: MS OS Windows 7/10, MS Office 2013/Office 365, Skype for Business, Desktops, Laptops, Printers, MFD, CISCO VPN and Business Developed Applications (BDA)/Bespoke Applications.
* Logging Calls & Updating the Call with call progression details and managing the fault calls.
* Installation and Configuration of IT Software.
* Active Directory – User Account Administration
* MS Outlook 2013/Office 365 Email Account Administration
* To setup Remote Access Applications for end users via CISCO VPN.

**Technical Snapshot:** Windows 7/10, MS Office 2013/Office 365, Skype for Business, Active Directory, Desktops & Laptops – HP, MFD – Canon, CISCO VPN

**01 FEB 2016 – 03 JUNE 2016 NHS HOSPITAL**

**1st Line Support Engineer**

This was a 4 Months contract which involved 1st Line IT Support to the North East London NHS Foundation Trust in Goodmayes Hospital, Ilford, London.

**Responsible for:**

* User Support & Troubleshooting: MS OS Windows 7, MS Office 2013, Desktops, Laptops (On-Site/Off-Site/Agile/Home Workers), Printers, MFD, Scanners, CISCO VPN, CITRIX and Business Developed Applications for various Patient Records System – i.e. RiO & SystemOne.
* Receiving Calls via Call Management System called CISCO Finesse, Logging Calls & Updating the Call Logging System called Vivantio with call progression details and managing the fault calls within agreed SLAs.
* Installation and Configuration of IT Software.
* Active Directory– User Account Administration
* MS Exchange Server 2010 – Email Account (MS Outlook 2013) Administration, Support & Troubleshooting and NHSmail a/c Administration, Support & Troubleshooting.

**Technical Snapshot:** Windows 7, MS Office 2013, RiO, SystemOne, NHSmail, Windows Sever 2003/2008, MS Exchange Server 2010, Active Directory, Desktops & Laptops –HP, MFD – Canon, Call Logging System – Vivantio, CISCO VPN, CITRIX and Remote Tools – DameWare, CentraStage & Remote Desktop Connection and Call Management System called CISCO Finesse.

**10 AUG2015 – 08 JAN 2016 TATE GALLERY**

**Systems Engineer (1st/2ndLine IT Support)**

This was a 5 Months contract working from their London Gallery which involved1st/2ndLine IT Support to the Membership & Ticketing Services Systems (MTS Systems) for TATE Gallery.

**Responsible for:**

* User Support & Troubleshooting for both the Hardware & Software for the MTS Systems i.e. ENTA Applications, BOCA Ticket Printer, EVOLIS Card Printer, KB Print Server, Credit Card Reader, YesPay, Scanning Units: Lantronix Universal Device Server & Barcode Scanner.
* Installation & Configuration of both the Hardware & Software for the MTS Systems i.e. ENTA Applications, BOCA Ticket Printer, EVOLIS Card Printer, KB Print Server, Credit Card Reader, YesPay, Scanning Units: Lantronix Universal Device Server and Barcode Scanner.
* Website Updates and Backups – Web Server (MS Windows Server 2003).
* MS SQL Server 2005 – Execute Script to Monitor Data Flow and update & amend Membership details, reset Membership On-Line Password. Backup of DataBase Objects.
* Hardware Break/Fix.

**Project:** Building of a new Prototype PC for the elimination of Applications access via CITRIX.

**Technical Snapshot:** Windows 7, MS Office 2013, ENTA Application, BOCA Ticket Printer, EVOLIS Card Printer, KB Print Server, MS Windows Server 2003, Web Server 2003, MS SQL Server 2005, SharePoint, Desktops – HP Compaq, Lantronix Universal Device Server, Barcode Scanner, Credit Card Reader, YesPay, Call Logging System - Sostenuto, Remote Tools - Remote Assistance/Remote Desktop Connection

**06 Jan 2014 – 10 April 2015 WARNER BROTHERS (GETRONICS)**

**Desktop Support Analyst (2nd Line IT Support)**

This was a role which involved 2nd Line IT Support to one of their Clients based in London called

Warner Bros (Warner Brothers Entertainment Industry).

**Responsible for:**

* User Support & Troubleshooting: MS OS Windows XP/7/8 & Apple Mac OS X 10.9, Parallel Desktop for MAC, MS Outlook 2003/2007/2010, MS Office for Mac 2011, Citrix, Blackberry, Desktops, Laptops, Printers, MFD, iPads, iPhones, AVENTAIL VPN, Credant Encryption (Laptop Encryption), Business Developed Applications (BDA)/Bespoke Application – eDOCS/Workshare Pro 7.
* Installation and Configuration of IT Hardware & Software such as: Desktops, Laptops, BlackBerry, MS OS Windows XP/7/8, Apple Mac, Parallel Desktop for MAC, MS Outlook 2003/2007/2010,MS Office for Mac 2011, Citrix and Business Developed Applications (BDA)/Bespoke Application – eDOCS/Workshare Pro 7
* Desktop & Laptop Builds/Refresh for Windows (via DVD/USB Flash Drive) / MAC (via Internet – App Store & Casper) & Network Connection/Patching
* Hardware Breakfix

**Projects:** Migration – Windows XP to 7, MS Office 2003 to MS 2007/2010, BlackBerry to iPhones and Windows to MAC & Installation of Parallel Desktop for MAC

**Achievements:** Obtained one of the lowest FECs.

**Technical Snapshot:** Windows XP/7/8 & Apple Mac, Casper, Parallel Desktop for MAC, MS Office 2003/2007/2010, MS Office for MAC 2011, SharePoint, Citrix, Desktops & Laptops – DELL, Alienware, Blackberry, iPhones, iPads, Printers/MFD – Canon/HP/Samsung, Call Logging System – Remedy/ServiceNow, AVENTAIL VPN, eDOCS Document Management System and Remote Tools – Remote Assistance/Remote Desktop Connection/SCCM & Parallel Desktop.

**15 Apr 2013 – 03 Jan 2014 NURSI NG & MIDWIFERY COUNCIL**

**Service Desk Analyst (1st/2nd Line IT Support)**

This was a 9 Months Contract which involved 1st/2nd Line IT Support to all their London Offices and also their Edinburgh Office.

**Responsible for:**

* User Support & Troubleshooting: MS OS Windows XP/7, VMware, MS Outlook 2003/2010, Blackberry, Desktops, Laptops, Printers, iPads, MFD, CISCO VPN, CISCO VoIP Phone, EndPoint Encryption (Laptop Encryption) and Business Developed Applications (BDA)/Bespoke Application – Open Accounts & TRIM Document Management System.
* Installation and Configuration of IT Hardware & Software such as: Desktops, Laptops, MS OS Windows XP/7, MS Outlook 2003/2010, EndPoint Encryption, Blackberry (BES Server v5), Business Developed Applications (BDA)/Bespoke Application – Open Accounts & TRIM.
* Logging Calls & Updating the call logging system called FootPrints with call progression details and managing the fault calls within agreed SLAs.
* Active Directory (Windows Server 2008 R2) – User account & System Administration/Troubleshooting.
* MS Exchange Server 2007 – Email Account Administration & Troubleshooting.
* SQL Server 2008 – Database Query & Application/Database Account Administration.
* Laptop/Desktop Builds via USB Flash Drives & SCCM and Network Connections / Patching
* Laptop Encryption via Encryption Server (Windows Server 2008)
* Video & Telephone Conference Unit Setup with Support & Troubleshooting.
* Hardware Break/Fix

**Project:** Migration – Windows XP to 7, MS Office 2003 to 2010, Open Accounts v5 to v8 and Roll-Out of Thin Clients/VMware.

**Achievements:** Contract has now got extended Thrice, 1st by3 Months, 2ndby 1 Month & 3rd by2 Monthsto make the original 3 Months Contract now become a 9 Months Contract.

**Technical Snapshot:** Windows XP/7, VMware, Wyse Thin Client, MS Office 2003/2010, Windows Sever 2003/2008, MS Exchange Server 2007, TRIM (Total Record and Information Management – EDMS), EndPoint, Active Directory, BlackBerry, iPads, BES Server v5, MS SQL Server 2008, Desktops & Laptops – DELL & HP, MFD – Canon, Call Logging System – FootPrints, MS, CISCO VPN, CISCO Call Centre, CISCO VoIP Phone, CISCO Unified Communications, and Remote Tools – DameWare & Remote Desktop Connection, Desktop and Laptop Builds via USB Flash Drives/SCCM.

**20 AUG 2012 – 06 FEB 2013 COSMOS HOLIDAYS**

**Local IT Support (1st/2nd Line IT Support)**

This was a 6 Months Contract working in their Bromley Office which involved 1st/2nd Line IT Support for both the UK Offices and the Overseas Resort Offices.

**Technical Snapshot:** Windows XP7, MS Office 2003/2007/2010, MS Exchange Server 2007, Active Directory, BES Server v3, LANDesk, CITRIX, Desktops & Laptops – DELL, Blackberry, Call Logging System – iResponse, MS Windows Sever 2003/2008 & Remote Tools (VNC/RDC).

**21MAY 2012 – 17 AUG 2012 UK POWER NETWORKS (BATES INFO TECH)**

**Migration Engineer (2nd Line IT Support)**

This was a 10 Weeks Contract which involved 2nd Line IT Support post MS Office & MS Exchange Server Migration for one of the Clients Bates InfoTech called UK Power Networks.

**Technical Snapshot:** Windows XP, MS Office 2003/2007, MS Exchange Server 2003/2010, Desktops – HP Compaq, Call logging System - Remedy.

**17 JAN 2012 – 18 MAY 2012 QUEEN MARY, UNIVERSITY OF LONDON**

**Desktop Support Engineer (1st/2nd Line IT Support)**

This was a 4 Months Contract which involved providing 1st/2nd Line IT Support for the Cancer Research Department of Queen Mary, University of London.

**Project:** Laptop Encryption Project – EndPoint Encryption Software Installation, Configuration & Administration via Encryption Server (Windows Server 2008).

**Technical Snapshot:** Windows XP/7, Mac 10.6, MS Office 2007/2010, CITRIX, VPN, Symantec Ghost Builds, Desktops (HP Compaq), Laptops – Lenovo, Toshiba & DELL, Printers – HP/Lexmark, MFD – Canon, EndPoint, Encryption Server (Windows Server 2008).

**05 DEC 2011 – 30 DEC 2011 OLIVER WYMAN**

**IT Support Technician – Application Testing (2nd Line IT Support)**

This was a 5 week contract working in their London which involved Testing & Troubleshooting any issues that arise with a new Application during Testing, before Rolled Out.

**Technical Snapshot:** Windows XP/7, MAC OS X v10.6, MS Office 2003/2007/2010, MS Office for MAC 2011.

**APR 2011 – APR 2011 AMERICAN EXPRESS (PHOENIX IT SERVICES)**

**Microsoft Exchange Technician (2nd Line IT Support)**

This was a 2 week Migration Project for one of Phoenix IT Service’s clients called American Express which involved the Migration from LOTUS Notes to MS Outlook 2007 and also 2nd Line Support which involved Floorwalking to about 500 users.

**Project:** Migration of LOTUS Notes to MS Outlook 2007

**Technical Snapshot:** Windows XP, LOTUS Notes, MS Outlook 2007, HP Laptop.

**APR 2006 – DEC 2010** **FUJITSU SERVICES**

**Deskside Support Engineer (2nd Line IT Support)**

This role involved providing 2nd Line IT Support to their London clients such as Government Office for London, HMRC, Financial Services Authority & Department for Business Enterprise & Regulatory Reform (Department for BERR).

**Projects:** Various IT Hardware & Software Migration/Roll-Out/Upgrades and Floorwalking

**Technical Snapshot:** NOVELL, Windows 2000/NT/XP/7, MS Office 2000/2003, GroupWise v6.5/v8, LOTUS Notes, CITRIX, Bloomberg, Active Directory, NOVELL ConsoleOne, MITEL System (MITEL 2000), RSA Token, XKryptor, CISCO VPN, Juniper VPN, Desktops/Laptops/Blackberry/Printers/Multi-Functional Devices/Routers/Hubs and Call Logging System – (EARS/TRIOLE/Peregrine/Remedy)

**SEP 2004 – MAR 2006**  **HM REVENUE & CUSTOMS**

**IT Support Officer (IT Helpdesk Analyst – 1st / 2nd Line IT Support)**

This role involved providing 1st Line IT Support to about 1000 users in London Office & in addition I also assisted the 2nd Line IT Support Team in providing 2nd Line IT Support.

**Projects:** Various IT Hardware & Software Migration/Roll-Out/Upgrades and Floorwalking

**Technical Snapshot:** Windows 2000/NT, MS Office 98/2000, X500, DELL Desktops, HP Printers and Call Logging System Databases called Problem Portal & EARS.