**Gary Drake**

* ***Contact:***

Gary Drake,

Home Tel. 01435 864719

Mobile Tel. 07841 286713

e-mail. [garydrakeICT@yahoo.co.uk](mailto:garydrakeICT@yahoo.co.uk)

***Overview***

SC / DBS cleared, IT Desktop Support / Communications Systems Lead Engineer, with experience in the NHS, education, military, energy and financial services.

23 years telecoms, server, network and desktop support, 1st- 3rd line / IT Management including 15 years’ trade floor support with BT and Orange. RAF Reserves in a technical IT and communications management role for 11 years concurrent employment.

Currently standing in for the IT Service Desk Manager at Hastings Direct.

***Employment:***

July 2016- Current BAU Team Lead Hastings Direct

BAU Team Lead supporting 5500 + users over multiple sites and time zones. Reporting directly to the head of IT Service Operations, and leading a team of 15 1st and 2nd level engineers in a high volume, fast paced, and expanding company. I am directly responsible for weekly/monthly Service Desk reporting, day to day running of the service desk and supporting colleagues in the UK, South Africa, India and Europe. My current main focus is the interviewing and employment of additional quality 1st and 2nd level engineers as I grow the team for the challenges of the next phase of growth.

January 2015 – July 2016. IT Systems Manager for the Defence Centre of Training Support (DCTS).

Fixed Term Contract. Buckinghamshire.

IT Systems Manager for the Defence Centre of Training Support (DCTS) (part of the MOD Defence Academy of the UK (Def Ac)).

Brought in to cover a capability gap following internal re-organisation, and disestablishment of posts. Task including upgrade of the systems, accreditation (ISO 270001) for Wi-Fi, CYOD and BYOD, provision of 1-3rd line support, management of the Virtual Learning Environment, and creation the posts required for ongoing support.

Responsible for the management of the LAN, desktops, tablet, Virtual Learning Environment (VLE), and classroom technologies, third party vendor and contractor procurement and relationship management, all aspects of planning for upgrades and projects, as well as BAU.

Running Windows Server 2008, Windows 7 and 8.1, MS Office 2007/2010,

Subject matter expert providing advice and assistance on the best use of ICT systems such as SMART Boards, tablets, and classroom technologies and apps for lesson development and improvement.

September 2011 – October 2014 Thales UK, IT Desktop and Network Support Engineer

Crawley, Kingston and Weybridge.

Three years working as a desktop and networks engineer with a major UK defence and Government supplier. Dealing with all users up to UK director level, for first to third line support as well as being involved in the projects to roll out Windows 7 and WYSE thin client, with over 3000 users migrated. Providing build and support for Laptop and desktops, virtual machines, Blackberry and HTC mobile devices. Remote working and full disk encryption support.

Responsible for network patching and switching, on call 1 week in 4.

While at Thales I was the senior engineer running the de-commissioning of IT assets following the sale of the civilian Simulation arm of the company, and the IT support engineer for Thales Air Traffic Management during the Marshall project bid.

June 2011- September 2011 RAF Coningisby Windows XP rollout.

Lincolnshire.

Network/desktop migration Windows NT – Windows server 2003, windows 2000 – Windows XP at RAF Coningsby as part of the Defence Information Infrastructure (DII-F) rollout team. I led a team of junior Airmen dealing with all aspects from discovery through to migration and rollout, user training, dealing with problem resolution for all ranks from junior airmen to the Officer Commanding and civilian contractors.

March 2011- June 2011 NHS IT Contact Centre Sussex HIS (1 month rolling Contract).

Worthing

1st / 2nd line support/account creation and reporting for in excess of 36000 users, over a geographic area spanning Kent, East, West and Central Sussex, Surry and Hampshire.

Account and first line support for bespoke NHS applications.

December 2009 – March 2011. St Bedes Preparatory School. 1 Year Fixed term Contract.

Eastbourne

ICT Tech, first and second line support for the estate. Dealing with hardware, software and break/fix requests for workstations, laptops, printers, photocopiers, faxes and telephones, as well as new builds and maintenance on a system catering for 450+ users of all abilities, and around 200 workstations.

Additionally I was separately paid for running after school clubs and activities.

July 2009-Dec 2009 NHS IT Contact Centre Sussex HIS (1 month rolling Contract).

Hastings

1st line support/account creation and reporting for around 35000 Active Directory and Citrix based clients, as well as account and first line support for bespoke NHS applications and McAfee Safeboot.

Working as part of the helpdesk team based in East Sussex, providing first fix solutions and onwards reporting using a variety of tools including Novell ZENworks and Marval Pursuit.VPN (Cisco), remote access and network printer support.

April 2007-June 2009 Orange Business Services.

London and Paris

Employed as a voice support and installation engineer for Orange Business Services (formally Etrali UK).

Worked on flagship projects in central London, planning and installing bespoke dealing systems products in the Etradeal range, as well as integration of voice recording, call logging products and PABX integration.

April 2006-April 2007 AVT systems.

London

BT Syntegra Dealerboard maintenance and installation Engineer, responsible for all processes involved in the maintenance and installation of BT Syntegra ITS series switches, including technical support to the sales team, full planning, risk assessments, and installation of bespoke dealing systems as well as ancillary programming.

June2003-April 2006 Pub Manager J.D. Wetherspoon.

London

Pub manager with a team of between 30 and 45, varying with the season. Dealing with all issues from training and development, to stocks and finance/business development. With a mix of full time, part time, and seasonal student staff, combined with strict financial constraints, and legal requirements, staff and time management was critical. The job has proved lively and challenging, in a performance driven, customer focused environment.

1995-June2003 B.T. Syntegra Dealing Systems Engineer City Business Systems City of London and Frankfurt

Customer service engineer. Working on my own, or as part of the customer’s service/helpdesk team. Mixture of on site, MACs, rapid response maintenance/repair and installation/planning work, first and second line support, as well as periods working in Frankfurt, Germany as an installation and repair engineer. Working with BT/Syntegra dealing equipment, Speakerbus, and N.T. Meridian telephony equipment (option 11 and 81). This job entailed working to exacting standards at all times, to meet SLA's, as well as building the customer relationship to secure further business.

1990 – 1995, Apprentice at BT.

I commenced my employment with BT as an Apprentice on the Technical and Commercial Trainee program in the South London Region.

The scheme included 2 years block release at Croydon College of Further Education to obtain a BTECH ONC, and 5 years job placement.

***Education and Qualifications:***

Professional.

SC / DBS Cleared

ITIL V3 Foundation

Lvl 3 in Education and Training

Nortel Meridian Option 11/51/81 Certification (DTTTv2)

Nice Voice Platform Level 2

Etrali Voice Platform Advanced Certification

BT Syntegra trading systems, Megalink and ITS Profile Certification

RM Certified Network engineer

Education

B-TECH ONC Telecommunications Engineering.

GCSE English Language (A\*), Physics (B), Maths (C), Chemistry (C), Geography (C), Religious Education (C)

***Hobbies and interests***

Royal Air Force Reserves

Sergeant ICT Manager in the Royal Auxiliary Air Force, specialising in CIS (Voice and data networks set-up and support). Supported and provided SME knowledge for the rollouts of windows XP / server 2003 at RAF Coningsby 2013, and O365, Windows 7 Server 2008 at RAF Brize Norton and RAF Benson in 2017.