**Deepak Agnihotri**

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**Profile:**

I am self-confident, hard-working, resourceful person with a multitude of experience with the IT support/deployment manifold. My entire career to date has been driven by my passion for assisting businesses in achieving better results within the IT structure. These are my core-values and motivators which has propelled me in achieving better results individually and collectively with my sub-ordinates.

**EDUCATION**

**Institution:** De Montfort University, Leicester (Sept’96-May’99)

Manufacturing Engineering.

**EMPLOYMENT**

**Position:** Windows 10 Deployment Engineer – **SC Cleared**

**Company:** Derbyshire Police Constabulary, Ripley, Derbyshire. DE5 3RS (Aug 2019 – Present)

**Responsibilities:**

* Deploying laptops, pc’s, micro pc’s and peripherals across the entire divisional and regional police sites and control room with Lenovo, Dell and Ilyama monitors
* Building machines to a Windows 10 image and installing appropriate software via AD & SCCM
* Asset Management and inventory check and on Centero system
* Liaising with the local police force for deployment and scheduling appointments with sergeants
* Troubleshooting all incidents via deskside, phone and remotely
* Office 365, MS Azure and Active Directory for user accounts, licences, OU groups ready for migration and McAfee for Endpoint Encryption
* Disposal of legacy equipment as per force policies, removal of old HDD’s

**Position:** Build Engineer (March 2019-July 2019)

**Company:** Selfridges & Co, Lakeside House, 4 Smith Way, Enderby, Leicestershire. LE19 1SX

**Responsibilities:**

* Build new Dell 7390 laptops, desktops and all-in-ones in line with schedule to Windows 10 – version 1809
* Provision applications on devices in line with demand, building multiple devices at once
* Asset management via MS teams for daily work updates
* Overseeing the stock control and storage to facilitate daily
* Delivery of machines via courier end of week
* Liaise with Project Manager and Deployment Lead based @ the London Store
* Main store visit in London and deploy laptops to end users

**Position:** SD&I EUC 2nd Line Desktop Support Analyst (September 2018-March 2019)

**Company:** Boots PLC Head Office, Beeston, Nottingham, Notts.

As previous role with Boots.

**Position:** IT Support Engineer (August 2018-Sept 2018)

**Company:** Flogas Britain, Syston, Leicestershire

**Responsibilities:**

* 1st and 2nd Line support for all head office and UK wide depot staff (60 depots)
* Categorising and Logging calls on Solarwinds, own, prioritise and progress tickets
* Liaising with suppliers and vendors for mobile and infrastructure changes
* Windows 7 support
* Office 365 support and deployment & Symantec AV deployment
* Bespoke application support (Codas)
* Active Directory and Exchange 2010 Support
* Desktop and Laptop imaging, config & deploying android mobile phones

**Position:** Windows 10 Deployment Engineer (June 2018-July 2018)

**Company:** IBM – Hemmbersbach, Warwick, Warwickshire

**Responsibilities:**

* Responsible for the build/imaging of Windows 10 laptops via NIC
* Backing up data for staff members on One Drive for Business at deskside
* Configuring machines as per user requirements for software deployment via SCCM i.e. IBM software, Office packages 2016
* Liaising with other technology teams to ensure that any build issues are resolved
* Hypercare - troubleshooting issues post migration to the end user for any potential issues

**Position:** SD&I EUC 2nd Line Desktop Support Analyst (November 2017-April 2018)

**Company:** Boots PLC Head Office, Beeston, Nottingham, Notts.

**Responsibilities:**

* Working on BAU requests and incidents including desktop, servers & ad hoc projects
* Deskside visits for hardware installation via SCCM, remote support and 0365, AD, telephony and video conferencing systems
* Supporting Win7 and 10 installations from task based incident management system
* Administrating via SCCM, AD, Exchange, Anti-Virus, Equitrac Printing & MS Office suite
* Microsoft Windows Server 2003, 2008 R2
* Laptop/Desktop Deployments and user training and handover over assets
* Lenovo laptops upgrades, deployments, user training and observing the call incident management system for incidents on Service Now.

**Position:** Deployment Engineer/IT Trainer (December’14-Sept’17) - DBS Checked

**Company:** Nottinghamshire Health Care (NHS), Nottingham.

**Responsibilities:**

* Deployment of Windows 7/10 laptops (Dell) and taking receipt of legacy assets
* Co-ordinating medical staff training sessions with System One trainers for mobile working (old briefcase system)
* Imaging laptops via KACE server and setting up mobile wireless devices for allocation
* Deployments, updates, configuration and management of Win 7/10 laptops & MS Office suite and plus.
* Generic laptop troubleshooting within the city and county for remedial action
* Updating asset registry accordingly
* Testing and monitoring 3g laptops for connectivity
* Oversee all new laptop/mifi devices (4g) training for group CHP (county health partnership) staff in accordance with the IT training team

**Position:** Deployment Engineer/IT Trainer (June’13-Nov’14)

**Company:** NHS Leicestershire Health Informatics Services (HIS) – DBS Cleared

**Responsibilities:**

* Upgrading Toughbook’s machines from XP to Windows 7 environment using LANDesk
* Providing technical and user support of existing hardware, software and operating systems in a timely and efficient manner, as designated by the Service Delivery Team Leader and in accordance with the procedures and standards of the department
* Training medical staff out at the designated health centres/hospitals within the Leicestershire region in how to implement the toughbooks with mobile working
* Work alongside the Project/Change Management team to ensure visibility of the project is on track
* Representing the technical section of the department to senior staff of other organisations

**Position:** Deployment Engineer/Rollout Team Leader –CRB checked (Dec’12-May’13)

**Company:** Dell/Experian, Nottingham and London

**Responsibilities:**

* Deployment Engineer & Team Leader for the Dell Managed Deployment project for client Experian PLC in various sites around London and Nottingham
* Ensuring daily tasks are completed, managed and reported back to PMs
* Migrating users from Win XP to Win 7 and MS Office 2010 in a timely manner
* Implementing SCCM for Application deployment
* Data migration and image deployment
* Fault finding and fixing issues with concurrent methodologies
* McAfee Endpoint Protection Manager
* Carrying out troubleshooting and desk side assistance
* Management meetings and passed on unresolved issues to re-mediate
* Daily reporting to Dell Project Managers and dealing with escalated incidents

**Position:** Technical Engineer (April’12 –Nov’12)

**Company:** SPS Technologies, Leicester

**REFERENCES:** Available upon request