**Pravin Mistry**

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**Personal Profile**

I have a Diploma in Computing Studies and am eager to learn new skills related to technical support. I have had experience in technologies such as Microsoft windows XP, Vista, 7, 8, 8.1, Apple Mac OSX & Google Chrome OS. This experience has enabled me to expand my knowledge in IT and given me the ability to diagnose, fix and replace PC components and configure software including Windows operating systems and other general computer software.

I gained a temporary contract role as a 2nd Line CIS IT Support Engineer and a Blackberry Support Engineer to Credit Suisse, during the MyMail Migration project from Outlook 2003 to 2010.

I am currently working as a contractor for Computacenter and looking for work in IT Deployment & Rollout.

**Education**

**08/11 - 8/11 Just IT Training Ltd, London**

* CompTIA A+ Essentials
* CompTIA A+ IT Technician

**09/07-07/10 Kingston University, London**

**Higher Diploma in Computing Studies**

**Core Modules:** IT Toolbox, System Analysis & Design, Information and Communication technology, Information and Project Management, Network Communications

**Languages:** HTML, CSS

**09/03-07/07 Canterbury College, Canterbury, Kent**

**BTEC Diploma** First Diploma for IT Practitioners **(Pass)**

First Diploma in Business Retail **(Pass)**

National Certificate for IT Practitioners **(Distinction, Merit)**

**Employment History**

**09/13 – Present Contracting for Computacenter General IT Support & Deployment**

**Since I have started contracting for Computacenter in September 2013 I have worked at a number of companies which are:**

**HSBC Global Headquarters, Canary Wharf, London – Hardware Delivery**

**August 2015 – Present**

**At HSBC I am working in the Hardware Delivery team as an IT Deployment Engineer, deploying Laptops, desktops and other IT Hardware and Peripherals to all levels of the business. My role included the following:**

* Deploying Laptops & Desktops to users at all levels of the business in a timely manner
* Upgrading users with more RAM/Memory when required
* Installing Docking stations
* Assisting users with any hardware issues
* Help users troubleshooting software problem and liaising with the global helpdesk when necessary
* Installing Monitors & other peripherals
* Deploying Dell & Lenovo tablets to users & in the Branch
* Deploying MacBook Pros to certain users that required it

Hardware worked with:

* Lenovo X200, X220, X230, X240, X250, X260, X270
* Apple MacBook Pro
* Lenovo Pro Dock, X230, X240 docking stations
* Lenovo Hardware and Peripherals

**Software used – Windows 7 Enterprise, Windows 8.1, Windows 10, Microsoft Office 2013 & 2016, Lotus Notes, IBM Sametime, Group Service Request (GSR) and GSD, McAfee Safeboot Encryption, Windows Bitlocker & Mac OS Sierra.**

**NFU Mutual Insurance** – Windows 7 Floor walking

* Helping users with General issues with their PCs or Printers
* Helping users with hardware issues

**Credit Suisse** - 1st & 2nd Line IT Support & Blackberry Support\Global Support

**CGI** – **Windows 8.1 Rollout\Deployment & Floor walking for Pension Protection Fund – Croydon**

* Deploying and installing HP Desktop PCs, Dell monitors and other peripherals devices to desks
* Deploying and installing Jabra Wireless Headsets to desks
* Configuring and Adding PC to the domain
* Testing Microsoft Lync 2013
* Floor walking Users and helping them with issues such as Microsoft Office 2013, Microsoft Outlook 2013, Microsoft Lync 2013, Adobe Software & Citrix App.
* Helping users with printer issues
* Helping users with any hardware related issues

**Santander** **– De-install & Re-install**

* Reinstalling HP desktops to counter positions, Quiet Room and Interview Rooms
* Installing & Configuring Chip & Pin devices
* Configuring & testing Ricoh Printers
* Floor walking staff and helping out with any issues
* Installing Cisco IP phones
* Removing IT Kit from desks & De-installing hardware

**Nationwide** – **Windows 7 Deployment Upgrade**

* Upgrading and deploying PCs in the Nationwide Branch from Windows XP to Windows 7
* Floor walking users and helping solve any general issues
* Helping users with hardware related issues
* Installing and configuring passbook printers

**Direct Line Group** – **Windows 7 Deployment Upgrade & Floorwalking + Blackberry Support (Aldershot & Bromley)**

* Deploying WYSE Thin Client Terminals
* Floor walking users and helping with any issues
* Showing users how to use scan and printer feature
* Helping, troubleshooting & replacing any hardware issues

**Blackberry Support**

* Security wiping
* Enterprise Activation
* Installing RSA Token and Gigatrust apps via the Blackberry Desktop Software
* Assisting users with and blackberry issues, changing password and troubleshooting email synchronization.

**Selfridges – Oxford Street, London** – **Windows 8 Deployment Upgrade**

* Deploying Toshiba Qosmio All in One Desktop PCs to desk
* Adding PCs to the domain on Windows 8.1

**Xchanging Ins-Sure services – Folkestone, Kent – User Migration & Deployment**

* Building & configuring Lenovo M73 desktops
* Migrating user’s data from Old to new machines using Windows 7 Easy Transfer Wizard
* Decommissioning Old Hardware
* Deploying to Users desks
* Configuring Microsoft Office 2013 including Outlook 2013
* Configuring Printers
* Mapping Shared Network Drives

**Network Rail – Milton Keynes & London**

* Pre-deployment floor walking to users making sure backups done
* Contacting users on backing up laptops
* Assisting users with any issues
* Laptop Clinic – Collecting laptops from users
* Arranging laptops and paperwork for the build team
* Night Shift – Building laptops & preparing for deployment for the AM team

**09/13 – 11/13 Credit Suisse, 1 Cabot Square, Canary Wharf, London 2nd Line IT Support\Blackberry Support**

**My role at Credit Suisse was to provide IT Support to users in London and throughout Europe for the MyMail Migration Project, from Microsoft Outlook 2003 to Outlook 2010. I also assisted on the BAU Desktop Support team, providing support to users in Europe, at all levels of the business. This was a three-month contract through Computacenter.**

* Daily floor walking throughout the MyMail Migration assisting users and giving them face to face support
* Daily Support for MyMail for European Branch Offices (Globally through remote support when needed)
* Worked on the BAU Desktop Queue providing addition support, mostly to London, but globally as well
* Supported Trade Floors via email, Lync chat, remotely, telephone and face to face
* Global support for Blackberry users, assisting users face to face, telephone, Lync chat and email
* Assisting users with Wi-Fi and their personal laptops
* Installing Smart Card Readers for users and Traders
* Enrolling Users and Traders for Smart Card using OTP and Soft Token
* Rebuilding & imaging PCs and Laptops and breakfix

I can work to a set time frame and response to urgent request by users and provide good communication to all levels of the business. I have provided VIP, Executive & Senior support when required

**Programs used:**

Microsoft Windows 7 Enterprise, Microsoft Office 2010, Microsoft Outlook 2010, Microsoft Outlook Apps, Microsoft Lync, ITSM Remedy, incident and request, TCMS Client (For Smart Cards)

**Mobile Technologies used and worked with:**

* Android
* Apple iOS – iPhone, iPod & iPad
* Blackberry
* Bloomberg for Blackberry
* Good App for Android and iOS

**05/13 – 09/13 BPP Law School, London 1st Line Support**

* Supporting and maintaining Windows 7 Operating System
* Providing face to face support to up to 400 users
* Giving end user application support, with programs like Microsoft Office & Outlook
* Building PCs and Laptops and imaging PCs using Acronis software package
* Installing Software
* Working with Cameras and Digital Video Cameras
* Testing DVD Recorders
* Installing and Diagnosing Mittel IP Phones

**03/13 – 04/13 YMCA, Kent Shop Assistant**

* Arranging items in the storage area, sorting & preparing clothes for labelling and steaming
* Preparing clothes and other items for sale, re-arranging and re-stocking items on shelves
* Dealing with customer donations, sorting out customer problems via face to face
* Assisting with lifting heavy items for customers, deliveries and collections
* Sorting and delivering stock rotation

**02/12 - 05/13 Actively seeking for employment**

**12/11 - 02/12 Greater London Authority, London 1st Line IT Support**

* Building PCs as well as auditing PCs according to the software specifications in the audit recording
* Deploying and installing new PCs to users, transferring files and configuring Microsoft Office and Microsoft Outlook email client as well as installing additional software
* Dealing with users face to face and troubleshooting problems and solutions, supporting up to 1000 users
* Ghosting PCs and installing ghost files onto new and existing PCs, diagnosing problems and escalating to 2nd line when necessary as well as installing software and hardware for users within strict timeframes
* Upgrading existing PCs through installing RAM and graphic cards, dealing with user requests such as loaning out laptops and projectors, diagnosing problems with printers as well as changing tonners and staples
* Installing Adobe products such as Adobe Photoshop and troubleshooting local and roaming profiles

**01/11 - 08/11 RE Computing Recycling, Kent Technician**

* Testing old printers and making sure they work
* Recycling used and old printer cartridges and tonners
* Testing monitors used PC units and cleaning them
* Diagnosing PCs using software such as Hirens Stress test and DBan Nuke which helped develop my problem solving Skills
* Installing operating systems such as Windows XP and Ubuntu
* Testing CD drives and replacing them when necessary
* Configuring BIOS and installing new hard drives which has helped me to develop excellent skills
* Listing items on eBay, such as computers, laptop, electronics, cameras, mobile phones, ink and toner cartridges, monitors and printers
* Wrapping, pack and prepare items for delivery which required excellent time management skills

**07/10 - 12/10**  **Actively seeking for employment**

**04/10 - 04/10 Greenleys Table Tennis Club, Milton Keynes Web Assistant**

* Designing and building prototype E-Store for a future release of a leading English table tennis player website.
* Technologies used: Serif WebPlus X4, Joomla, Jalbum for Photos
* Meeting deadlines to complete my part of the website which helped me with my time management skills.

**05/07 - 05/07 Gazelle Sports, Manchester IT Admin Assistant**

* Troubleshooting Windows network with client and server machines
* Communication at all levels of the business including emailing users and talking face to face with staff. This has helped me to develop my communication skills
* Dealt with backup procedures, and disaster recovery as well as system and server checks using network tools
* Replacing hardware and installing software

**Interests and Achievements**

**Computing:** I enjoy building PC’s and maintaining and upgrading existing systems. I perform basic maintenance on my own PC, diagnosing problems, such as removing viruses, removing Trojan horse attacks, infected PC files, hard drive defrag, checking hardware faults and finding a solution and I like to experiment with different types of hardware and software. Software involved have Microsoft Security Essentials, AVG Anti-Virus, Systweak Advanced Systems Optimizer, Malwarebytes, Webroot Window Washer, Spybot Search & Destroy and I have a keen interest in Web Design, I am currently designing my own website and I have designed and built a couple of websites for friends. The software I used was Serif WebPlus, Serif PhotoPlus for editing photos and Serif DrawPlus for graphics. I like to keep up to date with the latest technology and gadgets with an interest in future concept design. I also enjoy reading Internet Magazine, PC Pro Magazine, Computeractive Magazine, PC Advisor Magazine and Computer shopper Magazine for the latest technology, T3 Magazine, news and reviews. I help out family, friends and neighbours with any PC or laptop problems they have as well as giving them advice on any new technology. I have now taken a keen interest in Apple products, this includes Apple Mac, iPhone, iPod and the iPad. I currently own a Mac computer iPad & iPhone andI know about Google Chrome OS, Android Operating System & Apple iOS.

**Hobbies:** I am a photography enthusiast, which is my main hobby; I like using different cameras, photographic techniques and finding ways to develop my skills and learning new techniques. I like travelling around the world so far I been to Europe, USA & Canada and the Middle East.

**Additional Info:** I have a full UK driving licence and a car.

**References available upon request**