PERSONAL INFORMATION **Paul Taylor**

 07885 299 620

 paul.taylor@titc.co.uk

SKILLS

|  |  |  |  |
| --- | --- | --- | --- |
| * Server2008**,** 2012 | * SCCM 2007, 2010, 2012 | * Group Policy (GPO) | * Active Directory |
| * DHCP, DNS, TCP/IP | * MDT 2010, 2012 | * Desktop Support | * Software support and installation |
| * Exchangeonline | * Office365 | * Anti**-**virus | * MSOffice 2010, 2013,2016 |
| * BitLocker | * Windows 7, 8.1 10 | * MDM (Intune, Airwatch) | * ITIL (Problem and Change Management) |
| * Deployments and Migrations | * Data Migration / Backup | * Hardware | * Remoteanddesksidesupport |

WORK EXPERENCE

During September through to November, I had taken time out to visit family in Southern Africa

03/2018 – ongoing VLOP Migration Engineer

**Ministry of Defence** (UK Wide)

* Locate built kit and confirm that it matches the expected delivery items.
* Locate the Base Unit(s) scheduled for the overnight builds and confirm that at least one was successfully built overnight, in addition to the Test UAD, (Test UAD to built prior to migration) by requesting the site contact or appropriate personnel log on to the BU and check it can successfully connect to Outlook and Defence Intranet.
* Locate DII kit to be swapped out (including any non-completed builds) and replace the Base Units number that you are swapping in AND out. Try to swap out ‘like for like’ machines.
* Confirm windows 10 image and office 2016 has been deployed correctly
* Confirm that they can connect to the network and can successfully connect to Outlook and Defence Intranet.
* Provide updated list of Base Unit / Laptop asset swap details to the Scheduler
* Locate DII Laptops and check for any screen / keyboard / power and Ethernet issues before swapping out.
* Locate users and provide with built laptop demonstrating how to set BitLocker code as per separate WI’s.
* Demonstrate to the Site lead how to add a network printer.
* Locate the printers on site and check that a remote test print has been produced. If not reboot the printer twice and perform a test print.

01/2018 – 03/2018 EUC Desktop Engineer

**University Hospital Leicestershire (**Leicestershire**)**

This role is to be responsible for delivering the devices to desks, installing and configuring, disposal of old kit and delivery assurance to the user. Troubleshooting issues at the users desk.

* Delivering and implementing Windows 7 and Windows 10
* SCCM Patching
* Hardware repairs, troubleshooting support
* Office 365 and Office Pro Plus support and implementation
* Online Storage and backup (OneDrive)
* Troubleshooting issues at desk
* Installation and troubleshooting of network and standalone printers
* Communication troubleshooting and configuration (Skype)
* Maintain and update the knowledge base and other tools on a regular basis – detailing known issues & their work-around detailing common/recurring issues & resolution steps
* communication/logging, the Security Management Plan etc.
* MDM management and administration (Intune)
* Review and assess any additional requirements prior to delivery of new equipment

07/2017 – 08/2017 Desktop Engineer

**Saint Gobain** (Coventry)

This four-week contract required me to come on board and help with a cybersecurity crisis**.**

* PC Support, support on Windows 7
* Citrix mobile devices and iPads
* IT Infrastructure Support
* Windows Security updates
* SCCM
* Anti-Virus
* Software installation and troubleshooting
* Network Troubleshooting

01/2017 – 04/2017 Migration Engineer

**Northampton General Hospital** (Northampton)

This contract requires me to build and image Windows 10 for Service Pro

* Imaging SCCM
* Application support, troubleshooting and installation
* DHCP and DNS troubleshooting
* Installation and troubleshooting of network and standalone printers
* MDM management and administration (Intune)
* Desktop Support duties
* Active Directory administration (Azure)
* Office 365 and Office Pro Plus support and implementation
* Exchange online support and administration
* SharePoint administration
* Windows 10 Builds and support
* Cow builds and configuring (Hardware)

09/2016 – 12/2016 Infrastructure Engineer

**Interserve** (West Bromwich, London)

This short contract required me to work onsite at **Downing Stree**t (DS10) and 70 Whitehall (**Cabinet Office**) and West Bromwich (Head Office)

* Windows server 2008/2012 configuration and support
* DNS and DHCP configuration and troubleshooting
* Floorwalking
* Installation and troubleshooting of network and standalone printers
* BAU: third line support
* Hardware support, installation and diagnostics
* Windows 10 deployment (SCCM)
* Application installation
* Remote, deskside, Home User Support
* Office 365 and Office Pro Plus support and implementation
* Active Directory troubleshooting and administration (Azure)
* Windows 7 and 10 support
* Exchange online administration
* SharePoint administration

From May 2016 to December 2016, I have been training towards the Windows 10 certification which has now been successfully completed

03/2016 – 05/2016 Infrastructure Engineer

**University of Birmingham** (Birmingham)

To provide second and third line support for a number of bespoke in-house applications and Microsoft office applications.

* BAU: second and third line support
* Installation and troubleshooting of network and standalone printers
* Floorwalking
* Windows 7 and 10 support
* PC / Laptop Builds (SCCM)
* Office 365 and Office Pro Plus support and implementation and training
* Windows server 2008/2012 configuration and support
* Online Storage and backup (OneDrive)
* Software support and installation
* MDM management and administration (Intune)
* Hardware builds
* Printer Issues
* Virtual Desktop Infrastructure (VDI) support, configuration, troubleshooting
* Laptop and PC builds
* Thin Client Support

From October 2015 to March 2016, I have been recuperating after a Road traffic accident, during this time I have successfully completed the Office 365 certification.

Desktop Support Engineer

07/2015 – 09/2015 **Greencore** – Food to Go: (Northampton)

This short contract required me to cover long term sick absence and allows me to use all my skills as a desktop support engineer.

* Hardware Builds Laptop /PC
* Windows server 2008/2012 configuration and support
* BAU: second and third line support
* Application support and installation
* Floorwalking
* Office 356 deployments, tenant creation and user training
* Windows 7 support and training
* Windows 8.1 and 10 support and training
* Thin Client and desktop Hardware refresh, diagnostics and swaps
* Home user support
* Network Connectivity issues
* Installation and troubleshooting of network and standalone printers

Windows 7 Deployment / Desktop Engineer

08/2014 – 07/2015 **West Mercia Police**: (Worcestershire, Warwickshire)

This role required me to work within a ITIL team of five to upgrade RAM, Image Creation and the deployment of Operating systems software.

* BAU: Infrastructure support (second line)
* Remote and Deskside Support (Windows 7)
* Windows XP to Windows 7 deployment (SCCM 2012)
* Physical and virtualized machines (VMware)
* Floorwalking
* Active Directory administration (Azure)
* Laptop Builds: Service Pro, Lenovo
* MAC/ IPad and iPhone support and troubleshooting
* Software support and installation
* Supporting Windows thick and thin clients (Wyse, Citrix) also VDI
* Printer Support (Ricoh, MFD, HP, OKI)
* Office moves in line with security policy

Senior Customer Engineer

01/2014 – 07/2014 **Computacenter**: (Birmingham, Stratford, Dublin, Manchester)

This contract requires me to work on site at **Brown Thomas**, **National** **Farmers** **Union** and **Selfridges**.

* BAU (second line)
* Physical and virtualized machines (VDI)
* Active Directory administration
* DHCP and DNS troubleshooting
* Exchange 2010 administration
* Windows 7 and 8.1 support and training including VDI
* MS Office 2010 troubleshooting and support
* Installation of hardware, (PC, Printers, Phones)
* MS Windows Server 2012 R2
* MS Windows Group Policy
* Remote and Deskside Support

Windows 7 Deployment / Desktop Engineer

08/2013 – 11/2013 **Jones Lang LaSalle** (Amsterdam, Berlin, Birmingham, Brussels, Madrid, London)

This project required me to remotely deploy desktops, laptops, tablets and smartphones to all JLL staff, working within the Infrastructure Desktop Deployment team under the ITIL framework this role was primarily focused on BAU remote post deployment based support for end user computers, along with their software applications.

* Windows XP to Windows 7 deployment (SCCM 2012)
* Application packaging and deployment (SCCM 2012, Application Catalogue)
* Office 365 (Deployment, support and troubleshooting)
* Floorwalking
* Windows 7 and 8.1 support and training
* BAU: Infrastructure Support (second line)
* AppSense support
* Windows server 2008/2012 configuration and support
* Network card installation/upgrades
* DNS and DHCP troubleshooting
* MS Server 2008 Administration, Support, Monitoring
* Active Directory user administration
* Support Deskside and Home users

Windows 7 Deployment / Desktop Engineer

06/2012 – 06/2013 **KPMG**: (Aberdeen, Birmingham, Frankfurt, London, Madrid, Pretoria, Stockholm)

Working on the client's site across a number of different locations worldwide. This contract required me and a team of 5 people adhering to the ITIL framework to deploy windows 7 to 12,000 users within KPMG buildings. Once deployment had been finished floorwalking was required.

* Windows XP to Windows 7 deployment (SCCM 2012)
* Application packaging and deployment (SCCM 2012, Application Catalogue)
* Office 365 (Deployment, support and troubleshooting)
* Windows 7 and 8.1 support and training
* Desktop Support (Remote, Deskside)
* Installation and troubleshooting of network and standalone printers
* MAC/ IPad and iPhone support and troubleshooting
* Data Migration
* Setting up hardware at users desk (Monitors, laptops, Cables, Mice, keyboards, USB Hubs
* Training as and when required

Second Line Support Engineer

**HSBC**: (Birmingham, London)

01/2012 – 06/2012 This contract required me to install/deploy laptops and desktops on to the desks of staff around the country. Also assist in the 'build room' imaging laptops and desktops using Windows Deployment Services and Active Directory to install software.

* Windows XP / Windows 7 Support and troubleshooting
* MS Server 2008 configuration and support
* Network Connectivity issues (DHCP, DNS)
* Infrastructure Support: (second line support)
* Office 2010 support and training
* Floorwalking and remote support
* Troubleshooting pre-and post-Migration issues
* Installation and troubleshooting of network and standalone printers
* SCCM software deployment
* GPO

Windows 7 Deployment / Desktop Engineer

04/2011 – 12/2011 **St James Place**: (Cirencester)

* Windows XP to Windows 7 deployment (SCCM 2012)
* Application packaging and deployment (SCCM 2012, Application Catalogue)
* Infrastructure Support
* Hardware diagnostics and swap outs
* Network Connectivity issues (DHCP, DNS)
* Exchange 2010 administration
* Remote and deskside support
* Windows 7 post migration support
* Installation and troubleshooting of network and standalone printers
* Floorwalking

Service Desk Engineer

03/2010 – 12/2010 **Coventry City Council**: (Coventry)

* Provide 1st & 2nd line technical support for Mac and Windows system issues
* Provide 1st & 2nd line application support
* Installation and troubleshooting of network and standalone printers
* Network Connectivity issues (DHCP, DNS)
* Investigate and escalate, where appropriate, system errors
* Installation and configuration of software in a controlled manner
* Managing roll outs of new mobile devices
* Log and escalate calls using SCCM 2010

Senior Customer Engineer

01/2008 – 02/2010 **Computacenter**, UK (United Kingdom)

Required to work with several banking organisations to include: **Barclays Bank (Poole), HSBC (Birmingham), Abbey International (Jersey), Lloyds TSB (Birmingham)** also Alliance Medical, (Birmingham) Eversheads LLB (Birmingham).

* Remote Citrix / VDI access, Citrix Xenapp, Citrix Xendesktop support
* Windows XP support
* Installation and troubleshooting of network and standalone printers
* Network connectivity troubleshooting (DHCP, DNS)
* MS Office support
* MS Exchange 2010 administration
* Active Directory administration

EDUCATION

08/2006 – 06-2009 BSC Hons: Computer Science 2:1

University of Wales (Cardiff)

CERTIFICATIONS

05/2016 – 12/2016 MCSA: Windows 10 Solutions Associate

10//2015 – 03/2016 MCSA: Office 365 Solutions Associate

01/2003 – 12/2013 MCSA: Windows Server 2012 Solutions Associate

08/2011 – 01/2012 MCSA: Windows 7 Solutions Associate