**Richard Brumby**

Personal statement: I am committed, customer focused, driven to succeed, willing to relocate at short notice if necessary and have my own transport. Im passionate about IT support and at my own expense and have undertaken IT related qualifications such as ITIL v3 and Comptia A+. I have broad range of experience and skills both technical and non-technical.

Driving license with own transport

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**Employment**

**01/01/2019 to 31/10/2019 Senior Technician Working at NCIA providing support for NATO**

* Working for one of the worlds largest and most high profile multinational military organisations in the world providing 1st/2nd line support.
* Supporting Microsoft windows 7, 10 and office 2010, 2013
* Diagnosing and resolving hardware/software faults over the phone.
* Acting as the first point of contact for logging major incidents and categorising them informing the relevant parties.
* Using active directory to manage accounts and exchange 2010 to manage user mailboxes and enforcing organisation security policy.
* Using SCCM 2012 remote viewer and RDP to provide remote support via telephone and email for users worldwide.
* Using SCCM 2012 to recreate local windows profiles as and when necessary.
* Using the call logging software ITSM, for dealing with incidents, requests and major incidents.
* Providing remote support for thin clients, desktops, laptops as well as VOIP phones, iphones, blackberries, android.
* Providing support for secured and unsecured networks.
* Acting as 1st point of contact for major incidents as well as providingg 1st line VIP support.
* Installing approved software packages such as flash player, java for some users.

**24/09/2018 to 16/11/2018 1st/2nd line IT Support for Nobia UK**

* Working in a busy and stressful environment manging multiple call queues, supporting branches as well as VIP’s.
* Supporting windows xp, 7,10, Microsoft office 2003, 2007, 2010, 2016 and office 365, sap, cisco any connect, 2020
* Using dameware, teamviewer, RDP, active directory, Cisco any connect, Microsoft skype 2016, RDP, Microsoft Exchange console, installing software, troubleshooting hardware issues.
* Logging incidents and requests, handling hardware requests, obtaining hardware and software quotes.
* Creating and disabling windows accounts, mailboxes, as well as sap accounts, creating oracle accounts and resetting passwords. Configuring office 365 accounts.
* Creating new and configuring and changing existing sap accounts for users who need access to mailboxes and in sap when they move branches.
* Supporting desktops, laptops, printers, NAS boxes.

**30/07/2018 to 21/09/2018 1st/2nd line service desk for St Gobain**

* Working on a back desk role making outbound calls and assigning calls to myself, to help reduce the size of the service desk queue.
* Supporting windows 7 and windows 10, using active directory, Supporting Microsoft office 2010, 2016 as well as skype 2016, Citrix.
* Supporting mobile iron and setting up users on mobile iron, for users to support to android and ios devices.
* Using service now to help process incidents and requests as well providing hardware and software quotes by working with 3rd party companies.
* Using sccm 2012 viewer to remotely connect to users and SCCM 2012 configuration console to deploy software applications.
* Processing shared drive network and mailbox requests.

**19/02/2018 to 15/07/2018 1st line IT support for NCIA at NATO**

* Working for one of the worlds largest and most high profile multinational military organisations in the world. See more recent position at NATO for full details.

**10/09/2017 to 14/02/2018 1st/2nd line service desk line Service Desk Analyst for Yorkshire Water**

* Providing mostly 1st line support for windows 7, office 365, exchange 2016, citrix, bespoke applications, iphones, ipads, mcafee, lotus notes 8.5, unlocking disblaed iphones and ipads via sccm 2012
* Logging calls to various 3rd parties including Sopra Steria, Italik, Alto digital, Cap gemini who work on behalf of Yorkshire water.
* Using SCCM 2012, RDP, server 2012, active directory, citrix desktop director
* Supporting all levels of end user from field engineers to VIP’s
* Supporting hardware including android, iphones, laptops, desktops, thin clients, tough books using netmotion.
* Setting up guest wifi for 3rd party contractors
* Dealing with people over the phone as well as to face to face as well via email and the web.

**14/12/2016 to 20/07/2017 1st/2nd line service desk analyst**

* **Providing 1st/2nd line support on an s.c cleared contract for the probation service.**

**25/11/2016 to 8/12/2016 1st line Desktop Support working For ICT4C in primary schools**

* Providing staff cover for ICT4C who an educational IT support provider working in multiple schools in the wakefield area.

**1st Line printer support for Lloyds banking group 20/06/2016 to 24/11/2016**

* Providing 1st line support to Lloyds printer working for Ricoh an outsourced provider.

**(project cover) 09/05/2016 to 31/05/2016 1st line Support at Addleshaw and Goddard**

* Supporting filesite, bighand, Microsoft office 2010 windows xp, 7, active directory, android and windows phone.

**16/03/2016 to 22/04/2016 Retail/Project Support at Co-operative**

* Working in a project management team working with external and internal teams overseeing the development of new stores.

**15/02/2016 to 11/03/2016 1st  line IT support analyst at Daisy IT services**

* Working for a managed services support company supporting a variety of clients.

**26/10/2015 to 24/12/2015 Windows 8.1 Floorwalker at Royal Sun Alliance**

* Working on a windows 8.1 rollout project, dealing with application issues and training users.

**22/05/2015-25/10/2015 Request Fulfilment Analyst for Network Rail**

* Using active directory, supporting windows xp, 7 using RDP, SMS

**04/03/2013 to 31/03/2015 2nd line Analyst for the Co-op**

* Using active directory, sccm, windows xp,7 office 2003, 2007, 2010, 2013, mcafee, citrix vpn, thin clients, laptops desktops

**04/12/2012 to 22/02/2013 1st/2nd Remote support employed by Framelogic contracted to 2 sisters food group**

* Windows xp, active directory, office 2003, 2007, server 2003, 2008

**10/09/2012 to 03/12/2012 1st/2nd Remote Support Employed by Salford NHS**

* XP, 7 and office 2003, 2010, using server 2003, 2008

**25/03/2012-11/05/2012 1st line remote support for NHSBT**

* Windows xp, office 2003, active directory

**12/02/2012 to 23/03/2012 Remote Support 1st/2nd line Working for Wakefield council**

* Windows xp, 7, office 2003, 2007, 2010, server 2008

**1/12/2011 to 31/12/2011 Desktop support 1st line support Working for Kelway**

* Desktop support for laptops printers, desktops.

**3/11/2011 to 25/11/2011 Desktop Support 1st line Working for North Yorkshire County Council**

* Re-imaging desktops, laptops

**16/08/2011– 30/09/2011 Remote support 1st/2nd line Working for ICM**

* Active directory, office 2003, 2007, 2010, windows xp, 7
* **04/2010- 29/07/2011 1st Line Helpdesk Analyst/Remote Support Lloyds Banking Group**Windows xp, 7, office 2003, 2007, active directory

**Skills and Experience**

* I have a good understanding of network principles such as static and dynamic IP addresses how they are used for the Internet and Local Area Networks, WAN’s and DHCP;
* I have used call logging software including HP open view, Remedy and Sunrise, Hornbill, ITSM, service centre and service, now, Siebel, Oracle.
* My experience includes supporting citrix software, installing citrix software as well as logging users off terminal sessions.
* I am experienced in the use of VMware and Citrix software which I have used at home and at work have used remote access software such as VNC, Altris, RDP, Dameware, CA unicentre, Bomgar amongst others.
* I have installed usb and networked printers on desktops, laptops and on servers, as well as setting up the sharing permissions.
* I have experience of configuring laptops for users as per their requirements and installing standard builds as well as encrypting them with appropriate software.
* I have experience of supporting VPN systems including citrix and Cisco as well as connection methods including 3G cards broadband wireless and cable.
* I have experience of setting up network shared drives and shared mailboxes, assigning security permission’s as well as creating security groups as well deleting and creating new user accounts.
* I have installed and used Microsoft Windows operating systems including Windows 10, Windows 8.1, 7, Vista, 2000, 98 and 95 as well as everything from Office 97,2003,2007,2010,2013, 365 also used including microsoft exchange as well as using Microsoft server 2000, 2003, 2008. 2012
* I am experienced in the use of VMWARE and Hyper V and have created virtual machines using both of these.
* My knowledge of Internet security software includes AVG, Avast, Microsoft Defender, NOD 32, Sophos, Kaspersky, as well encryption software including Mcafee, Sophos and Checkpoint
* I have gained of experience incident and major incident management through working in pressurised for both corporate and government organisations as well working pressurised 24/7 environments dealing with clients from all over the world..
* I am well versed in dealing with and escalating incidents with various 3rd party key stakeholders such as BT, Orange, Computacentre, Santander, amongst others.
* I have gained experience of supporting and setting up blackberry activations, troubleshooting incidents involving non received emails as well as adding/removing users from the BES servers.
* I have supported desktops, laptops tablets both android and ipads as well as running windows, and also supported thin clients.
* Creating and disabling windows accounts, mailboxes, as well as sap accounts, creating oracle accounts and resetting passwords.
* Creating new and configuring and changing existing sap accounts for users who need access to mailboxes and in sap when they move branches.

**Education**

2011 ITIL Foundation v3,

2009 Preparing to teach in the lifelong learning sector.

2007-2008 Comptia A+, Huddersfield Technical College

2001-2003 Calderdale College, Halifax, HND Business IT, Pass

1999-2001 IT Advanced GNVQ, Merit

1997-1999 IT Intermediate GNVQ, Maths GCSE, C English speaking and listening GCSE, C

**Interests**

In my spare time, I enjoy reading, watching films, eating out and spending time with friends and family.

**References**

1. Craig Bevan recruitment consultant for the nobia uk contract [craig@jherecruitment.co.uk](mailto:craig@jherecruitment.co.uk) contract 01274 962 500
2. Charlotte Gapper Mobile: Service Desk Manager +44 (0) 7889 322139 Email: [charlotte.gapper@saint-gobain.com](mailto:charlotte.gapper@saint-gobain.com)
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