Andrea Heptonstall

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DOB: 14th November 1964

## Skills

Excellent knowledge of: Windows 10, 8.1, 7, XP, Office 365, 2013, 2010, 2007, 2003, IOS, ITIL Foundation, Exchange, VPN, Active Directory

Good knowledge of: SCCM, Servicenow, Supportworks, TCP/IP, Mobileiron, Lync 2010, Citrix, VMWare, Airwatch, Skype for Business, Onedrive

## Employment

June 2017 – Present

Self employed

Floorwalker/Deskside Support

March 2017 – June 2017

Vitality Health, Stockport/London (ATOS Contract)

Based at Stockport then London sites supporting transition to Windows 10 and Office 365, carrying out floorwalking services for migrated users, resolving or detailing any issues to a central log, communicating and advising in key changes in ways of working using Office 365/Skype for Business/Onedrive. Ensure CMDB updated with all asset changes. Adding users to appropriate access groups in Active Directory.

IT Analyst/Project Admin

September 2016 – December 2016

The Christie NHS Foundation Trust, Didsbury, Manchester M20 4BX

Overseeing project to replace machines over 5 years old, updating details in AD and SNOW asset database, also resolving issues logged in Supportworks. Assisting with Airwatch Mobile Device Management project.

November 2015 – September 2016

Self employed

June 2015 – November 2015

Floorwalker/Deskside Support

United Utilities, Lingley Mere, Warrington, WA5 3LP (SCC contract)

Supporting the rollout from XP to Windows 8.1 and Office 2013. Floorwalking across the main offices in Warrington and in sites around the North West and Lake District, dealing with clients face to face, resolving or recording issues and advising in the use of the new systems.

September 2014 – March 2015

2nd Line Support

The Christie NHS Foundation Trust, Didsbury, Manchester M20 4BX

Dealing with 2nd line tickets logged in Supportworks, assigning software through SCCM and account administration in Active Directory, fixing issues remotely or by desk side visits, logging inventory changes in SNOW asset database. Assisting with the Windows 7 upgrade and installation of VMWare VDIs.

July 2014 – August 2014

Implementation Co-ordinator

Sheffield Teaching Hospitals, S5 7AU

Working with the project team, liaising with departmental contacts within the Northern General and Royal Hallamshire hospitals to arrange deployments, scheduling engineers and floorwalkers for the Windows 7/Office 2010 desktop upgrades.

May 2014 – June 2014

Business Engagement Specialist – Application Discovery

ASDA Head Office, Southbank, Leeds LS11 5AD

Working as part of the project team for the Windows 7/Office 2010 upgrade.

Liaising with Asda colleagues, finding information about software packages and bespoke databases used in preparation for the upgrade, arranging for pilot testing and scheduling the upgrades once tested.

August 2013 – May 2014

Project Support – Deployment and Discovery Analyst

Addleshaw Goddard LLP, 100 Barbirolli Square, Manchester M2 3AB

Working as part of the Project team for the law firm, rolling out Windows 7 to 1200 machines, responsible for Application Discovery, co-ordinating engineers and contractors in Manchester, Leeds and London sites, gathering all the user information in terms of hardware, applications, licensing, etc required for the rollout. Checking software compatibility, locating the installation media and licence details and sending the applications to the packaging team.

Coordinating User Acceptance Testing within a UAT test environment.

Assisting with the deployment of Windows 7 in the three UK legal offices, floorwalking post upgrade to resolve any issues.

Contacting overseas office in Dubai, Singapore, Oman and Hong Kong for application and hardware discovery prior to desktop/server upgrades.

February 2013 – August 2013

Floorwalker/2nd Line Support

Rochdale MBC, Number One Riverside, Rochdale OL16 1XU

Supporting the rollout to 2000 employees as the Council relocated to new offices, upgrading to Windows 7, Office 2010 and the installation of Lync 2010 telephones. Floorwalking, dealing with clients face to face, resolving or recording issues and advising in the use of the new system.

Dealing with second line tickets in Supportworks. Assigning users to software groups prior to migration. Visiting council sites such as libraries/Surestarts/leisure centres for discovery audits to gather information about hardware, software applications and telephones and discuss requirements in preparation for the upgrade.

July 2012 – February 2013

2nd Line Support

ADT/Tyco shared services, Grimshaw Lane, Manchester M40 2WL

Assisting in the rollout of 250+ iPads, setting up, configuring and supporting using Mobileiron Mobile Device Management. General support, taking calls in ServiceNow, resolving by remote connection using Dameware. Creating, amending and deleting accounts and access in Active Directory, Exchange and JD Edwards AS400. Majority of queries from remote workers using laptops, iPads and VPN

April 2012 –July 2012

Desktop Support

BBC, MediaCityUK, Salford M50 2EQ

Providing onsite IT support to BBC Breakfast studio during live broadcast, waiting until a break in broadcast to resolve issues with presenters or floor managers systems or printers

Dealing with relevant tickets logged in Remedy system

Contacting users by telephone or desk side visits and resolving within Service Level Agreements

Account administration in Active Directory and software assignment through SCCM

May 2011 –April 2012

Floorwalker/Migration support

BBC UK wide

Customer facing role, travelling to various BBC sites around the UK, floorwalking after deployment and assisting users at desk side with any issues arising from the rollout to Windows 7 and Office 2010.

On occasion leading team of deployment engineers on the smaller sites, deploying new desktops and laptops, rebuilding and upgrading of older equipment, assigning and installing software through SCCM.

December 2000 – November 2008

### **Helpdesk Analyst**

Shell Information Technology International

Rowlandsway House, Rowlandsway,Wythenshawe, Manchester

Supporting 85,000 users globally. Analysing and resolving wide range of IT problems for internal Shell customers to high standard of customer service and within an ITIL environment, with the emphasis on problem resolution and a target SLA of 85% resolution at the first line of contact.

Main issues dealing with Windows operating systems, Office applications, Outlook and Exchange email issues, Virtual Private Networks, Citrix, hardware, printing and AD account and group problems.

Resolving calls over the telephone, or by using remote connection to client’s workstation, and fix issues with the use of administrator accounts. Using Peregrine Servicecenter helpdesk logging system (now HP Service Manager) to create and detail tickets and escalating unresolved calls to third line teams.

Training and mentoring new starters. focal point for helpdesk web-based help files, where the teams created an accessible Primus knowledge base on the intranet for helpdesk fixes and information.

#### Education

1988-1990 Manchester Metropolitan University

HNC Computer Studies

1976-1981 Mossley Hollins Secondary School

GCSE: Mathematics (A), Commercial Mathematics (B), English Language (C), Chemistry (B), Physics C), Biology (B), English Literature (C)

##### Other Training

April 2012 ITIL 2012 Foundation Certificate in IT Service Management

May 2001 MS Windows 2000 REMARC Technologies, Portland Street, Manchester

## References

On application