**Gregory Martin**

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**Profile**

Positive and highly motivated energetic individual with the ability to focus on key business goals and make use of all available resources.

**Key Skills and Competencies**

* Able to prioritize the workload work under pressure and maintain high professional standards.
* Strong inter-personal skills and ability to communicate with people at all levels.
* I am highly self-motivated person with excellent problem-solving and communication skills.
* A quick learner who welcomes a challenge and readily adapts to new systems and procedures.
* Self-reliant, reliable, resourceful, adaptable and hardworking.

**Career History**

**Ringway Jacobs – First/Second Line Desk Top Support**

**August 2019 to present date (temporary contract)**

* Role is to deliver technical support activities to 500 plus users with installation, troubleshooting and problem resolution and maintenance.
* Responsible for responding to tickets generated by Cherwells ticketing platform, phone and email by the use of the following : Active Directory & Group Policy, Office 365 and Office 2007-2013, Network Essentials (DNS & DHLP), Use of Enable (Remote Desk Top Client), Citrix VPN Client Support, Airwatch mobile phone client (IOS mobile device support), Cisco VOIP, MS SharePoint Administration, Building Machines, schedule and deploy to customer

all within and ITIL framework),

**Daisy -Service Transition Coordinator – Operational Support Role**

**February 2017 to July 2019**

* As the Service Transition Coordinator, I was solely responsible for managing the transition process for new customers and IT projects, ensuring they were successfully delivered into live service to agreed project deadlines, with my IT knowledge of systems and procedure’s I was able to guide the operation’s teams in the building of the relevant items, i.e. Routers, Servers, Wi-Fi, Office 365, Mitel phone systems and Azure etc.
* I Actively participated in Service Transition activities, including attending transition meetings and work with Operational teams to ensure they are ready to receive the live service and that their acceptance criteria was met prior to go-live.
* I would create task tickets to complete activities, ensuring all CO Service Transition requests are recorded, validated, prioritised, assigned, reported and escalated in a timely manner.
* I Managed the CMDB configuration items with relevant supporting data.
* I created knowledge base articles and managed & validated the supporting systems & repositories aligned with Operational team requirements.
* I reviewed Daisy Security Policies regularly – centrally hosted on to the Intranet to ensure full compliance with current legal, regulatory and company requirements.

**Senior First / Second Line Network Engineer & Desktop Support Technician**

[**Daisy**](https://www.linkedin.com/company/controlcircle?trk=ppro_cprof) **(Ex Control Circle) (Ex Alternative Networks)**

**March 2012 – February 2017**

Providing technical support for customers by investigating, recording & resolving customer issues and requests within agreed SLAs.

* Managing major incidents.
* Desktop support.
* Hardware vendor management.
* Large exposure to Netapp, VMware, Cherwell & most recently SNOW, solar winds & EM7 (monitoring tool)
* Investigating and resolving any escalated event that arise from monitoring customer system.
* Maintaining ticket queues to ensure tickets are being dealt with in a timely manner.
* Updating customers with the technical progress of tickets or service requests.
* Investigating incidents to identify solutions & prevent repeat faults.
* Upkeep of technical documentation related to any changes undertaken.
* Maintaining and improving personal knowledge of the products and services required to a

high level of technical competency.

* Ensuring all activities are recorded within the ticketing system appropriately.
* Visiting Data Centres for physical resolution of client devices (including trips to Holland).
* Providing training for new starters.

**Service Management Analyst 1st / 2nd line support**

**IT Talent (Maxima UK Ltd - Contract)**

**January 2012 – March 2012 (3 months)**

* The day to day operation of customer systems including monitoring, troubleshooting and serving as the escalation point for the service desk.
* Working knowledge of TCP IP connectivity with the LAN and Wan, Environments including DHCP and DNS.
* Configuring and troubleshooting customers Cisco routers and switches using Windows 2003/2007 and Citrix Presentation servers.
* Regular use of Windows 2003/2007 active directory / file services.
* Troubleshooting customers Window printing in an enterprise environment.
* Daily use of Terminal services.
* Troubleshooting customer’s daily problems using Microsoft exchange 2003/2007.
* Day to day use of previous windows technologies including NT 4.0, Windows 2000 and previous Desk top environments including Windows XP.
* Regular use of Windows server 2008 and Exchange 2007.
* Troubleshooting customer problems with common hardware used in server desktop and thin client environments.
* Daily use of Remote desktop support to diagnose and fix customer problems.
* Day to day maintenance of our customer servers and networks.
* Daily use of Blackberry enterprise server.

#### IT Systems and Operations Supervisor / Analyst

##### Raytheon Systems Limited (Defence Company)

**January 2007 – September 2011 (4 years 9 months)**

* Monitoring of the data, Network and Application Environments using Server 200
* Second level support for Lotus notes / Domino server, backup and archive.
* Enforcement of disk space and other quotas etc.
* Third level support of Active Directory – Management of user accounts / passwords Access security 24 hours 5 days a week.
* Second level support for Blackberry users / products and servers.
* Second level support of Operational control of SPAM prevention, environment Monitoring and escalation of Virus events in the domain.
* Monitoring IT security against Policies and Procedures.
* Deployment of Software via remote desktop to users.
* Second level support of user’s laptops and desktops.
* Daily use of Windows XP/Windows 7.
* Supervisor support review of global support (requests/faults) via Service Desk Express (Remedy) 400+ users.
* Second level desktop support of users for VPN / Citrix etc.

**Training and Qualifications:**

VMWare, Active Directory, Netapp, Service Now, Cherwell, Logic Monitor, Office 365

Outlook, Excel, Word, PowerPoint, Enable (remote desktop client) Citrix VPN client support,

Airwatch (Mobile phone client), Cisco Voip, MS SharePoint Administration, Mitel.

* Basic NetApp configuration and Administration (ONTAP 9)
* Installing and Configuring Windows 10
* ITIL Foundation
* Service now Configuration and Administration

**Ex Royal Navy**

### Education: O’Level English, CSE Maths, O’ Level History, O’Level Biology,