SZABOLCS LIBER

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## Career Profile

A top-performing IT professional with more than seven years of combined experience in technical support analysis and project management and a proven record of success. Reputation of assessing and evaluating client’s hardware and software requirements and providing innovative solutions in line with those business needs and strategies. Seeking a desktop or network server support role within a challenging technological environment to utilize leadership, interpersonal, and analytical skills to lead multicultural and geographically diverse teams through knowledge exchange and goal sharing to achieve performance goals.

### Areas of Expertise

|  |  |  |
| --- | --- | --- |
| * Client Technical Services * Strategic Planning & Analysis * Hardware & Software Install * Project Management * Customer Service & Support * Quality Assurance | * Network Management * Information Technology * Team Leadership & Development * Operations Systems Maintenance * Marketing & Advertising * Contract Negotiations | * Equipment Knowledge * Systems Administration * Assessments & Evaluations * Process Implementation * Streamlined Efficiencies |

### IT Leadership Experience

* Consistently improve organizational operations efficiencies through successful leadership, organizational plans based on outlined methodologies, outstanding execution of all organization strategies, and the development and utilization of visual management and scorecard systems for quality service.
* Responsible for quality control, adherence to institutional and industry standards, budget requirements and compliance with applicable regulatory agencies.
* Oversaw the day-to-day operations and strategic planning for software and database services surrounding network and application performance including execute the selection, installation, configuration, and testing of IT services leveraging defined of policies and procedures.
* Routinely collaborate with other service management teams to drive process integration, in addition to, monitor and maintain network/hardware/software system stability and security.

### Project Management Experience ([All](#_project_works:))

* Oversee project management tasks surrounding network performance issues including availability, utilization, planning and executed the selection, installation, configuration, and testing of equipment through the defining of network policies and procedures.
* Secure networks by developing network access, monitored, controlled and evaluated performance, and provided network troubleshooting and resolution support.
* Develop project schedule by studying project plan and specifications, calculated time and cost requirements, monitored progress, coordinated activities, and resolved problems through routine industry collaboration.
* Consistently develop and maintain strong vendor relationships and open lines of communication with clients and internal departments.

### Work History

CASTLETON PLC, 2ND Line Support Engineer, Peterborough, United Kingdom 2018 May - Present

TENSOR PLC, IT Technician, Hail Weston, United Kingdom 2016 March – 2018 May

THE HOTEL COLLECTION., Kitchen Porter, Broadway, United Kingdom 2012 oct **–** 2016 MARCH

IBIDEN HUNGARY LTD., Operator, Dunavarsany, Hungary 2010 July – 2012 oct

PRESS + PRINT LTD., IT Administrator/DTP Technician, Budapest, Hungary 2009 Apr – 2010 July

NETO INFORMATION TECHNOLOGY LTD., IT Technician, Budapest, Hungary 2007 June – 2009 Apr

### Education & Training

**Certified,** MTA (98-365): Windows Server Administrative Fundamentals / **Certified,** ITIL Foundation 2011 / **Certified,** CompTIA A+ / **Certified,** CompTIA Network N+/ **Certified,** CiscoCCENT

**Currently working on**: Citrix & GP management

**Goals for 2019**: Office 365, Windows 10, CompTIA Security+, Server + ,VMWare

### Areas of Experience

|  |
| --- |
| * MS Server (2003-2016) * MS Office (XP-2016, Office 365) * MS Exchange 2007/2010 / 2016) * MS Windows (XP – Windows 10) * Antivirus Products (Kaspersky Security Center, Eset, Symantec Endpoint, Sophos Encryption, Sophos Cloud Protection) * VMWare ESXI 5.0-6.5 / VSphere * Veeam Backup / Symantec Backup & Exec 2012/2014   Easeus Backups / Norton Ghost /Backup 4All   * Citrix XenServer / XenDesktop / Studio / Director * Documotive (EDRM Housing Management software) * Sunrise Sostenuto ticket management system (logging/ticket lifecycle) * AppAsssure backup & Recovery * Xerox Device Agent (Xerox network printer management software) * Microsoft Deployment Toolkit (Build image files for new device rollout, and for easy management: same software & configuration run on * PXE Server build & management (Bootable * LogicMonitor Monitoring Tool for server management |
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PERSONAL EXPERIENCE HISTORY

*Main Company:*

**Castleton Plc (Support Desk team)**

(Hosted/Managed solutions for clients, BaaS, SaaS. PasS, Consultancy, Disaster Recovery, Onsite IT Support – approximately 70 client)

*Working as an Onsite 2nd Line Engineer in one of their client, Cross Keys Homes in Peterborough.*

Day to day tasks:

* + Takes ownership of incidents which cannot be solved immediately with the means of 1st Line Support. (Tickets raised over the customer support portal)
  + If no ad-hoc solution can be achieved, the Incident has been transferred to expert technical support groups (3rd Line Support)
  + If necessary, request external support, e.g. from software or hardware manufacturers.
  + Restoring a failed IT Service as quickly as possible.
  + Liaising with managers & directors throughout the lifecycle of the service ticket.
  + Printer management for Head Office & branch offices (50+ printer)
  + Wyse terminals configuration & maintenance if needed
  + Performance and instance check over the Citrix Farm
  + Checking Exchange server performance (2016)
  + Regulary backup checks for all servers
  + If need travel to branch office for onsite work
  + Help for 2nd line colleagues if the company is busy or many people on their holiday

**Tensor Time and Energy LLP (Tensor PLC)**

(HeatingSave technology, access controls, CCTV, time attendant company, approx. 120 people)

Responsible for:

- Internal client support (hardware/software support)  
- Build, upgrade and repair PC’s  
- Printer maintenance (Laser and inkjet )

- Exchange 2010 Server management (mailbox and user management )

- Active Directory User management (create / delete / reset accounts)

- Custom server scripts creation for easy management and reduce downtime)

- Spiceworks ticket logging system management (create/delete/update tickets / schedule tasks)

- Veritas Backup / Symantec Backup Exec 2012-2014 backup software managements for backup the company infrastructure: even hardware malfunction previous day backup possible to use within 1-2 hour)

- Vmware virtual servers managment

- Vmware ESXI 6 server and client monitoring

-Branch office(s) maintenace and monitoring (personal and remote)

- Inventory stock/ clearance  
- Phone repair (Nokia Lumia series and Iphone)

- Spam filter and antivirus management (Barracuda SpamFilter 300)

- Internal antivirus management and deployment (Kaspersky Endpoint Security)

- Firewall management (Watchguard)

- Company own software troubleshooting, monitoring (experience with Borland Delphi programming language)

- Servers maintenance and configuration (Dell Poweredge, HP)

- Laptop repair and management (parts replacement, company encryption used Bitlocker and TrueCrypt technologies)

- Design and deploy new internal subnetworks (plan-deploy-setup + trunking)

- VOIP telephone system maintenance (setup extensions etc.)

- VPN management (endpoint to central hub and back, ActiveID tokens + Radius VPN management software)

*PAST JOBS IN IT INDUSTRY (HUNGARY):*

**Neto Ltd**

1. Responsible for:

- Income/outgoing bills (repair/part/warranty)  
- Build, upgrade and repair PC’s  
- Printer purchase advisor (which area look for)  
- Partner network offers/ promo leaflets  
- Inventory stock/ clearance  
- On-site client network management

1. Other personal experiences:

- Data restore  
 - Phone unlocking  
 - Android/ IOS smartphone tuning  
 - Windows registry fine-tuning/ create USB installation disk  
 - DTP printing technology (scanning, creating CMYK colour coded digital images,

which is printed with a large printing machine and finally onto newspaper.)  
 - RAID setup and install  
 - Component testing (desktop PC components)  
 - Antivirus, spyware, malware removal techniques  
 - Wireless LAN establishment (with Nanostation, Ubuntiqi, Dome concentrators  
 - Borland Delphi program writing tool  
 - HTML, Joomla, Drupal experience  
 - VMWARE installation and maintain Windows Server 2003, 2008

- Laptop repair (broken DC/ Jack slot replacement)

**Mobil-Trans**

(logistic and transport company, approx. 250 people, 100 trucks)

- Linux server installation / protection with UPS  
 - Server 2003 management/ registry, user account modification, tune

*PAST JOBS A FREELANCER (PRIVATE CLIENTS in HUNGARY):*

**Como Corporation**

(firm, self-defense,security, debt management company ,4 people)

- HP Proliant NAS (Network Area Storage) installation (24/7 uptime)

FREENAS (with fileserver support and RAID 1)

- Client PC’s: - direct backup to the NAS Server

- Autobackup script (differential save to the server at shutdown)

- Mailbox (Outlook 2003/2010) pst backup/restore

- Antivirus (spyware, malware) removal

- custom client pc building from scratch (between agreed terms)

**Fensus Ltd**

(Como Corporation’s different company, firm, debt management)

- NAS installation (like Como)

- small LAN (10 PC) establishment with cabling)

- print server installation

- client pc managment

**Draspo-Tempo Ltd**

(shifting gearbox manufacturer for buses, toolmaking support, approx. 80 people)

- old network support (cisco hubs & switches)

- cabling / patching

- extend the existing LAN / upgrade the current infrastructure

- remote support

**Safran and Partners Ltd.**

(Algida ice-cream regional branch office, approx. 120 people)

- old matrix printer maintenance /speed, paper-feeder adjustment

- complete anti-surge protection implementation (design/install/management)

-client /server/ethernet protection

- spare 20 minute operating from battery mode

- cabling / patching

- client pc management

- Microsoft Office family setup / licensing / made some report

- laser printer maintenance

- print server installation for remote place

- first line support via phone

**J.M.I Bt.**

(Accountant family company ,4 people)

- complete basement LAN installation

- build desktop client pc

- Antivirus, spyware removal services

- Accountant software installation, integration, management (DOS/Windows)

- 1st & 2nd line support via phone or on-site support

- Remote desktop support (Teamviewer, Microsoft Remote Desktop)

- Inkjet printer maintenance

### project works from past

* + 3rd party company support for new software integration (Jontek for 24/7 customer service) Company : Cross Keys Homes
  + Financial software (Orchard OpenAccounts) software network configuration
  + Cisco Call Manager & Unify backup server setup, failover support if requested
  + Exchange migration project lifecycle (2010 -> 2016) software
  + Public accessed touch screen backend support (special software support by external company, but core Operating System is supported by Castleton)
  + Plan and add new servers for Logic Monitor software, to escalate any potentional server outage as soon as possible.
  + Head office & Branch offices printer configuration update & stock maintenance. (50+ printer)
  + New device rollout and customized software deployment via Microsoft MDT image. (50+ Surface Pro / Go / Laptop + 40 Dell Laptop)
  + Dell server break fix and implemented solution for server.which fix has been implemented on their next bios) Company : Tensor
  + Writing a system updater tool for the company’s own software.

(Reduce update time for single user: 10 min -> 5 second, all user: 3 hour -> 30 second) Company: Tensor

* + Complete surge & backup protection for a company (Safran and Partners ltd).

Inspect > Design > Implement > Maintain