**Anthony Gardner**

MCP. MCDST. CompTIA A+. Enhanced DBS Vetted

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I am an I.T.Support Engineer with 15 years’ experience of working in the sector. I am reliable, trustworthy, meticulous and always strive to produce work to the highest standard. I am able to work to my own initiative and also as part of a team; I work well under pressure and am able to meet strict deadlines. I have demonstrated good leadership skills when these have been required. . I relish the thought of working with a professional team and the exciting opportunities that will come with it. I also believe that my experience and thinking out of the box attitude would be a good asset for any I.T department.

**Employment History**

22nd July 2019 – current ***The Christie Hospital Manchester (Contractor Windows 10 Deployment)***

Hardware and Software Audit, Deployment of Windows 10 to pilot areas as directed by the Project Manager. Unpack and prepare new hardware based on standard images, Deployment of new hardware,

Re-image of existing hardware in-situ, Removal of redundant kit to secure area, Removal of packaging to recycling bins. Responsibility for providing post deployment support / direct users to intranet for training material/FAQs. Work with Project Support Analyst to ensure all deployments are recorded on the asset register. Risks and issues highlighted to Project Manager

10th Oct 2017 – 30th June 2019 ***The Cooperative Manchester (Contractor 2nd Line Desktop Analyst)***

2nd Line Requests Team supporting 5,000 + users on site & nationally – ITIL, SLA’s, Heat ticketing system, SCCM imaging Windows 10, Windows 7, Macbooks, Thin Clients, HP Device Manager, Bitlocker, McAfee Safeboot, setting up laptops for users, Android, iPhone, iPad set up with mobile device management using MaaS360, Samsung Knox. Computer / user certificates, Active Directory, creating new shared areas, server quota management, restricting access to folders, creating mapping for network drives. Printer / plotter installs, application installs and support, raising quotes for hardware and resources, cross charging, Windows 10 Rollout, working on the walk up IT Help Bar as and when required to assist with any incidents such as Safeboot lockouts, phone certificate / password expiry etc

11th Jan 2016 – 30th June 2017 ***University of Manchester (Contractor Infrastructure analyst)***

Hardware Validation Team – approving requests for hardware from central university funding according to whether certain criteria is met such as age of pc, suitability for task, specifications etc

Field Support Team supporting the campus for break fix, appointments and quick response supporting PC’s, printers and applications. Managed desktop / laptop imaging using SCCM, bespoke Windows / Mac / Linux. Bespoke imaging on non-managed PC’s. Encrypting PC’s and laptops with TrueCrypt. Using Landesk job ticketing system, self-managing my queue.

Hardware Deployment Team. Asked to pilot and design process for a new team of 4 to solely image and deploy up to 100 managed desktops per week via SCCM on 32 PC KVM bench to increase the speed of deployment because of demand and queue sizes, the result was waiting time from raising request down from 18 days average to 3 days or less.

30th Mar 2015 – 30th Nov 2015 ***Greater Manchester Police (Contractor Win 7 Rollout)***

Chester House Complex, Stretford. Enhanced DBS vetting passed.

Imaging new Dell PC’s using SCCM for 32 & 64bit bit images via a 16 port KVM switch, testing and installing various bespoke applications, going to various Police sites backing up user data and installing the replacement PC’s.

Encrypting PC’s using BeCrypt Endpoint protection.

1st July 2014 – 19th Dec 2014 ***Network Rail (Contractor Service Desk)***

IT Helpdesk analyst supporting 40,000 users making up to 1400 calls per day in a ‘think on your feet 8 minute call limit’ environment using the Assyst job ticketing system working to ITIL standards and SLA’s, active directory and remote tools to provide first time fixes for XP and Windows 7 plus Network Rail applications or to escalate while working to Network Rail call data quality standards

11-13 June 2014 (3 day job) ***Royal British Legion (Contractor PC installs)***

Short term contract for pc rollout in retail outlet and offices, pc & printers installation, pc set up, cabling, voip phone installations and set up

18th Nov 13–25th April 14 ***University of Manchester (Contractor, Desktop Support)***

On campus support for the University of Manchester libraries including break fix (visit) support and remote support for staff and student cluster PC’s and printers, application support, account management, shared folder access using active directory Asset management. Liaising with Dell and HP support to have replacement parts delivered for fitting to PC’s and printers. PC installs, PC Imaging using SCCM, Contract extended to complete Windows 7 rollout project.

June 2013 – October 2013 ***The Trafford Centre (Contractor, Desktop Support)***

Onsite support for The Trafford Centre back of house working to ITIL guidelines and SLA’s including daily tape back-ups and checking that back-ups have run, ups temperature monitoring, pc imaging and builds, memory upgrades, software installation, office moves, pc installs, printer maintenance, printer installs, keeping the asset list up to date, workshop housekeeping, hardware support, application support, centre wide wi-fi support, going to individual users to assist with any issues, 24/7 out of hours support on a rota.

*Dec 2012 – May 2013* ***Cheshire ICT Service NHS (Contractor, Service Desk)***

Contracting on a customer facing NHS service desk to ITIL Standards and SLA’s using Interactive Client call manager, Hornbill and House On The Hill job ticketing systems, working with active directory and remote tools supporting East, West, Central Cheshire and Warrington PCT’s including 92 GP practices and Macclesfield District General Hospital providing 1st line support and escalating to 2nd line when required.

*Apr 2009 – Nov 2012* ***Salford Royal Hospital NHS (Technical Officer)***

* 1st line remote / break fix team, also transferring to helpdesk team when needed, supporting 6,500 users & 4,000 pc’s.
* Using Dameware or RDP to connect to servers / user’s pc’s to resolve issues.
* Imaging of hospital trust laptops and PC’s McAfee Computer encryption, shared folder access.
* Installation and support of many software applications
* Setting up & managing user / computer accounts in Active Directory
* Working to close calls as quickly as possible to remain within SLA’s
* Working within an ITIL environment
* Working with Cisco call manager for voip phones
* Visiting anywhere in the hospital at short notice to repair pc’s printers, scanners, AV equipment
* Using own initiative to solve problems when possible instead of passing the work on
* Scheduling work depending on severity for example a job in the A&E or cancer department would have priority.
* Working with HP Openview call logging system
* Configuration of Blackberry's and use of Blackberry management system, including set up and synchronization with exchange server
* Creating and maintaining a knowledge base within outlook cataloguing the most useful and common processes used with the IM&T service desk environment which has been integrated in to the IM&T knowledge base
* Ward & office moves, I also lead a team of 6 contractors during the new Hope Building decant
* Creating DHCP reservations
* Resolving DHCP / DNS issues
* Liaising with HP support to arrange delivery of pc parts to fit upon arrival

*June o2003 – June 2008*  ***Sports Direct.com (IT Workshop Technician)***

* Responsibility for 3000 company pc’s
* Installation of operating systems, anti-virus etc
* Building corporate images including use of Sysprep to rollout using ghosting or RIS server method.
* PC / Laptop repair and maintenance
* Perform basic diagnostic and recovery routines on network equipment
* Deliver / install hardware to work areas as required
* Follow detailed instructions to configure network clients including allocated software and connecting to the correct server
* Replacing / soldering cash drawer parts including micro switches
* Liaising with Dell support for replacement parts
* Software / hardware upgrades
* Setting up of user accounts in active directory / applying group policy / permissions
* Outlook exchange mail server setting up of user accounts / maintenance
* Citrix, installation, use of, maintenance / repair.
* Use of / installation of Microsoft Office 2003/2007
* Use of / installation of Microsoft Windows Server 2003
* Configuration of Cisco ip phones, maintenance and repair
* Configuration of Cisco access points, maintenance and repair
* Over 1 Year 1st line telephone helpdesk support covering 350 UK, European stores and 400 head office users including use of call logging software
* Detect, diagnose and resolve most PC, printer and peripheral device faults
* Brother MFC fax machines, maintenance and repair.
* Lexmark / HP network printers maintenance and repair
* Maintaining up to date inventory of ICT Hardware and software.
* Chip and pin machine programming and repair.
* Ordering equipment and supplies, negotiating with suppliers to secure best value for goods and services
* Configuration of Cisco switches and routers using Telnet interface
* Cabling of network server cabinets documenting floor and switch ports used.
* Running queries in MSSQL / Oracle (Toad).
* Network cable manufacture/testing
* Appointed Fire Warden for workshop and nearby area
* Implementation of health and safety procedure
* Setting Network share permissions / disk quotas
* Ensuring the safe disposal of obsolete equipment and used consumables
* Installation and maintenance of audio visual equipment including projectors
* Flexible working attitude including working weekends or evenings as and when required
* Scheduling of hardware and software rollouts
* Ensure routine safety checks, including electrical tests are carried out and appropriate records kept.
* Writing up ‘Layman’s Terms’ documents for most workshop tasks and processes
* Monitoring / maintaining print server queues
* Keeping abreast of current hardware and software developments and provide advice on the best product for a given task
* Providing advice, guidance and assistance to store and head office colleagues
* Interpret diagnostic information, prioritise resolution and determine whether external support is required

**Academic Qualifications**

*2011* **QA Manchester**

Comp TIA A+

*2010*  **QA Stockport**

MCP (Microsoft Certified Professional)

MCDST (Microsoft Certified Desktop Support Technician

*2002 – 2003* **Dunstable College**

City & Guilds Level 2 Diploma for I.T Practitioners (including ICT System support) passed with 5 distinctions

*1980 - 1985*  **St. Anne’s R.C High School Stockport**

GCSE passesobtained in English Literature, English Language, Chemistry, Physics, Computer Studies, R.E, Math’s and Metalwork

**Interests**

Interests include Computing, Aviation, F1, Current Affairs, Gym

**Referees:**

Available on request