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Wayne Barrett

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| Objective |  | I have always proved myself to be an invaluable asset within any of the organization’s that I have worked. I possess a wide range of skills, ranging from fantastic customer service skills, advanced level I.T skills through to great communication, both verbal and written. |
| Skills & Abilities |  | **Experience/Knowledge and Skills**   * Proven experience in diagnosing electronic faults * Analytical and problem solving skills * Good technical knowledge of PC's and Epos hardware * Working technical knowledge of current protocols and operating systems * Ability to operate tools, components and peripheral accessories * CompTIA A+ / MCP /good demonstration of required technical knowledge * Good Software and Hardware troubleshooting skills * Windows XP, Windows 7, Windows 8/10 Windows Server 2003/R8/R12 experience * Routers, switches and basic firewall experience * TCP/IP knowledge patching cabling * Administration of mobile devices phones and tablets * Able to adapt and operate in line with client standard operating procedures * Professional image and smart appearance * Self-confidence and good interpersonal skills * Good communication (both verbal and written) skills * Good listening skills * Able to maintain professional demeanour under pressure * Able to operate effectively in a team environment with both technical and non-technical team members * Able to operate with minimal supervision * Hard working and prepared to work extended hours where required   Able to manage time effectively, set priorities appropriately, schedule travel time |
| Experience |  | **Littlefish**  Provide 1st and 2nd line technical support services to Littlefish clients. Resolve issues in a competent manner whilst communicating professionally with the customer and other members of the team.  To prioritize, progress and resolve technical queries and service requests assigned to the individual in accordance with standard and customer specific service level agreements.  To be responsible for completing specific technical projects as designated by the Service Management Team e.g. Service Transitions.  Make effective use of all personal and team time during any periods of inactivity.  IT infrastructure support working across a range of up to date technologies including Office 365, Exchange 2013, Windows 10, Active Directory, Mac OS and Apple iOS  Logical and methodical problem solving skills  Ability to convey technical issues simply to end users  Understanding of customer service skills showing empathy, confirming understanding, effective listening etc  Awareness of ITIL  **TBS**  Dec17/Feb18 contract TBS  Contacted by TBS to assist on this project main duties  Install cable for cctv install cameras connect security doors  **Oconnors Utilities**  April 2016 Nov 17 contract with Oconnors  Field Engineer/service desk  Role included setting up of mobile cabins using LAN data link or satellite data link were needed  Setup and installation of IT devices such as routers switches wireless AP patching cat5e cabling  PCs Laptops builds printers installs mobile phones tablets MYFI units config  Also required to assist on the service desk assisting user with request and incidents AD administration exchange administration general day to day office duties.  **Centrex services**  Oct 15/feb16 contract with agency  Duties and Responsibilities  Install Epos / PMS systems at client venues  Provide Help Desk / Technical Support to clients while “in House”  Provide Hardware Technical Support including site visits and preventative maintenance visits Provide Software Technical Support including site visits  Build and Hotstage systems prior to installation  Build and install data onto the system as per client requirements  Diagnose, repair where possible and clean faulty equipment from the field  **Manchester University**  July/Sept 15 contract with agency  Build, configure, install Pc for Staff and students  Add all Pcs to the CSM assist with backups and software installations. Assist with project work and fault diagnostics  **Brother**  DEC14/JUN15 CONTRACT WITH BROTHER  Employed to work as a technical support advisor  Working as the first point of call handling.  Emails and live chat  Pre and post-sales Support  Supporting brother Uk business products which include printers, multi-function  Centers, Fax Machines and label printers  **pennistone school**  Nov2014 CONTRACT AGENCY  Deploy software, hardware and devices at client sites.  Replacing consumables and peripherals in devices.  Support and setting up equipment and trouble-shooting technical problems.  Providing support to school staff on new systems which have been installed.  Logging issues and feeding back to the I.T team. **Horizon School** Oct2014 CONTRACT AGENCY  Deploy software, hardware and devices at client sites.  Replacing consumables and peripherals in devices.  Support and setting up equipment and trouble-shooting technical problems.  Providing support to school staff on new systems which have been installed.  Logging issues and feeding back to the I.T team.  Sept2014  **ROCHDALE COUNCIL** Sept2014 CONTRACT AGENCY  Install all Hardware Software builds and peripherals devices connect all devices check for faults and resolve any issues document any issue to the IT systems team. Floorwalker assisting users with any hardware or software network or phone issues they might be experiencing **Towergate Insurance**  Aug2014 contract agency  I was brought on this project to complete the patching and installation of 300 Sisco phones connect all phones to their mapped network point connect all points from patched panel to switches connected each com tower to a fail over coms tower as indicated in network map **Runshaw collage**  July 2014 contract agency  I was brought in on this project to install 200 desktops that were all pre imaged connect to the network and join the collage domain run group policy updates **Moneyshop** May 2014 June 2014 contract agency  Remove clients Epos install new image add to the clients domain configure client software install card reader configure and test software add network printers hand over to IT system to complete final installations  **Rochdale metropolitan borough council**  Nov 2013 April 2014contract agency Deploy software, hardware and devices at large new site.Installing Desktop security products - disk encryption software / anti-virus / Group Policy.Software training to update user knowledge, 1-to-1.Production of user documentation to support users.Back-up and imaging of hard disk, desktops and laptops Inc. Lenovo and DellUpdating the asset register.Providing service desk support during migration.Deploying Lync Phones and providing user support.**Salford Uni**  Aug 2013 Oct 2013 contract agency  Project to run cat5/cat6 cable and install wireless access point test and terminate Over 13 floors in three different locations in readiness for student accommodation to receive wireless network connectivity **Quickfit garages**  May 2013 July 2013  Project details were to install new router and configure IP address install new desktops and configure software and install new printers also installation of card readers make required checks for the customer **Ibis and Etap Hotels** Jan 2013 Mar 2013contract agency  Upgrade and configure Severs Printers, PCs, Cables peripheral on customers site  Primary duties include reimage user computers with new image restore data from backups  Performed checks on all upgraded system and components to company requirements  Install new severs and reinstall sever data from back ups  Setting up of user mail client  Travelled to clients sites across the country Berkshire to Glasgow **Wimpey Homes** June 2012 Dec 2012 contract agency  Travel to customers sites around the northwest and midlands  5 sites per day  Install Laptops and printers and wireless routers to site office  liaise with ISP to test VOIP lines In the event of a fault, Install  wireless routers  configure laptops with domain accounts install wireless printers  Demonstrate to end user how to log on to domain and use services. **Calyx** Oct 2008 Feb2012 employed  I was employed as a build engineer My duties were to upgrade the users laptops from XP to Vista using the client image my main duties included adding computer to the domain upgrading the HAL Deploying and updating the image, setting up VPN, Lotus note, Outlook encrypting HDD Backup and restoring data |
| Education |  | Relevant EducationManchester collage of arts and technology Level 3 advance diploma ICT systems support  MCDST MCP  Panduit network infrastructure Level 2 for IT Practitioners  Currently studying to gain my CCNA |
| Communication |  | I am able to communicate at all levels be it technical or basic user, willing to spend time with a client till they are confident in their own abilities to accomplish required tasks. Able to demonstrate to managerial or board members about technical issues upgrades costs practicality reliability etc. |
| Leadership |  | In my spare time I plan purchase and install PA systems for Nonprofit charity organization’s in the northwest |
| References |  | Please do not hesitate to ask for refs if you require them |