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| Paul | Paul Lackey | Flat 70, Lancaster House  71, Whitworth St  Manchester M1 6LQ  Paul.Lackey@manchester.ac.uk  Mobile: 07804498689 |

**Personal Profile**

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| I’m an IT expert with eighteen years experience focusing on Service Desk, Desktop, and Project support.  I’m well-travelled having visited Australia, South Africa, Japan, Israel and the US and like to keep healthy and match ready for when I’m called up to make my England debut by taking part in weekly football games. I'm a very social person and enjoy working with people from various backgrounds, discovering their interests and hobbies, I find this helps me to build rapport, enabling easier and increased communication within the teams I am involved with.  By encouraging a culture of constant improvement and open communication, I inspire colleagues to develop their technical knowledge and skill set and also improve the way they communicate with customers. My Business Degree and employment experience have given me an appreciation of how technology impacts upon people and services. I am passionate about technology but believe customer focus to be just as important, creating satisfied customers that become voluntary ambassadors through their positive interactions with IT. I avoid technobabble communicating so people can understand the problem, instilling in them the confidence that their issue will be resolved, this enables me to communicate at all levels of an organisation, sharing information freely, encouraging working relationships and promoting the IT department. I thrive in a challenging and fast-paced environment, where tasks and priorities may change in a moment notice. | |

**Exams**

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| **EXIN**  640-802  APMG  70-210  058 | ITIL V3 FoundationCertificate  ITIL Operational Support and Analysis  CCNA, Cisco Certified Network Associate Exam  Service Desk Institute (2012) Analyst  Service Desk Institute (2012) Manager  Installing, Configuring and Administering Microsoft Windows2000 Professional  Networking Essentials |

**Key Skills**

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| * A broad range of technical skills in terms of diverse IT hardware, software, project and process support, ITIL, Service Transition with 1st, 2nd and 3rd line support experience in these areas. * Excellent interpersonal skills both verbal and written. * ITIL specifically the areas of Service Operation and Service Transition its core processes and functions specifically Incident, Problem, Knowledge, Release Management and Service Desk. * A very good understanding of network technology and principles, Active Directory and Exchange. * Excellent understanding of all Windows OS XP, 7, 8, 10 all Office applications * Excellent understanding of desktop and laptop builds. * Excellent understanding and experience of macOS.   **Key Responsibilities**   * Managing issues that might impede team effectiveness e.g. communication issues, behavioural issues, skill issues, process issues and technical issues. * Reviewing, Service Desk tickets to seek out Process improvements and efficiencies. * Accurately documenting and communicating Incident escalation procedures. * Developing and maintaining strong relationships with customers. | |

**Education**

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| **Degree**  1996 – 2001 | **BSc (Hons) Business Studies, 2:2**  Manchester Metropolitan University Business School |
| **A-Levels** 1992 - 1995 | **Maths (B), Physics (C), Chemistry (C),**  Xaverian College, Manchester |

**Employment**

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| Present  Jun 16  Jun 16 -  Apr 15  Apr 15 -  Mar 11  Jan 11 – Feb 10  Dec 09 –  Jan 09 | **IT Support Centre Knowledge Manager / Service Transition: University of Manchester**  Being the Knowledge Manager within the Support Centre means I’m the main technical lead for the 6 Senior Analysts and 12 Analysts on the desk advising them on a wide variety of issues and information. I use this element of my role to promote a knowledge culture where everyone can contribute ideas and suggestions to improve knowledge. In Service Transition I’m involved in projects from start to finish representing the Support Centre which means I can raise any issues and influence projects while they are still in development and ensure the appropriate knowledge and processes are ready when new services are introduced.  **IT Support Centre Queue Co-ordinator:** **University of Manchester**  Under a University IT restructure I moved to become one of the few experienced permanent members on the newly expanded Service Desk now re-named Support Centre. The queue co-ordinator role was created to coach new colleagues and improve the efficiency of the Service Desk and keep tickets moving through the system. I would actively seek out efficiencies and improvements, implementing many shift-left activities.  **Desktop / Service Desk Support Analyst: University of Manchester**  For four years I provided the Faculty of Sciences with Service Desk and Desktop support. Manchester had a hybrid Service Desk where the desk was manned with Desktop support analysts who provided First line support cover two days a week.  Desktop duties for the Sciences, (Maths, Physics, Chemistry and Earth Science Schools) This involved troubleshooting hardware and software issues, upgrading desktop’s, encrypting laptops, migrating users from legacy local email systems into the University's Central Exchange system. I was the schools representative for Problem and Knowledge management publishing knowledgebase articles attending regular PKM meetings to discuss, problems and issues users and IT support staff encountered in the organisation.  **Senior Service Desk Analyst:** **NHS, Christie Foundation Trust**  My role was to resolve or escalate to other teams tickets passed to me by two call loggers I used SCCM to remote into systems or to deploy applications there were only a handful of knowledge articles so from the first week I arrived started documenting each new process I was shown.  **Onsite Support Engineer:** **NHS, Withington Community Hospital**,  Withington is a Community Hospital with 300 users and I was the main technical support person onsite, users would either visit or ring the office I would log each request/incident and visit in person to diagnose and fix the numerous medical software applications. I also supervised a student assistant who worked 2-3 days a week and managed the AD and Exchange administration for the site, maintaining high levels of support in a busy environment. At Withington to save time and cost I bought in-house the imaging of desktops using Ghost which was being done by a 3rd party supplier |
| Dec 08–  July 08 | **Desktop / Project Technician,** **Recipharm**  Windows environment supporting, installing and configuring IT systems. Project managed the upgrade of 200 PC’s from W2K to XP using Ghost to reimage desktops. |
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