**Allan Osbaldeston**  
Rochdale  
Mobile: 07805311070  
Email: allanosbaldeston@outlook.com

**Personal Specification**

I have now over 15 years IT support experience gained in wide range of industries. I believe I have the skills and knowledge to make a positive difference to any team. I like to lead by example and facilitate positive thinking through any team I work with, using my passion and drive for all thing’s technology.

I am very customer focused and keen to apply ITIL processes to my work, having worked in ITIL environments throughout my IT career. Giving the customer, the best possible experience has helped me become a valued member of my team, and well liked amongst many customer groups. I accomplish this by leading by example and using energy and commitment in everything I do.

I am an exceptional communicator at all levels, helping turn business ideas into technical solution. I have been heavily involved in projects, which include Apple device rollouts and MDM implementation and process design, PC encryption and domain migration projects, alongside providing Business as usual IT support. Also becoming proficient in one to one mentoring, hosting group training sessions and creating technical documentation to backup and support the latest IT projects within my organisation.

Remaining flexible, organised and driven throughout a project lifecycle has helped me to deliver projects which are on time and deliver excellent customer service in my support work.

**Skills and Achievements**

* Windows 10 rollout management and implementation lead.
* Windows 7, 8.1 and 10 configuration and support.
* BitLocker rollout management and implementation experience.
* Office 365 rollout experience and migration.
* Endpoint management and configuration experience using SCCM.
* Mobile device management knowledge using MaaS360 and Airwatch.
* Exchange 2010 management and configuration.
* Domain and AD management including DNS and DHCP running on server 2008R2 and Server 2012 platforms.
* Able to apply Incident, problem and change management procedures when needed.
* Conveying highly technical ideas into a language that anyone can understand.
* Able to build lasting business relationships at all levels.
* Skilled IOS, Android, Windows & Blackberry Security configuration.
* Expertise in the support of MS Windows and Server technology.
* Highly experienced in AV, Disk Imaging, Wi-Fi and Remote support
* Skilled in Gmail and a range of google products.
* Well-developed skills in providing IT Training and documentation.
* Highly skilled in Asset Management an associated database management.

**Work History**

**2018 August 1st – 2019 August 16th, GMC, Manchester, Project Engineer**

* Leading a Windows 10, Office 365 Rollout, 1500 Devices.
* BAU Support.
* AD, Exchange, Sophos, Checkpoint & Bitlocker admin.

**2018 March 20th – 2018 May 18th (Extended), New Balance, Warrington, Senior Rollout Engineer**

* Leading a Windows 10 Rollout.
* Procedure and documentation management.
* AD, SCCM, Asset Management.

**2017 June 12th – 2018 Jan 12th, Rochdale Council, Rochdale, Desktop Team Leader**

* Leading and motivating a team of 5 desktop engineers.
* Conduct regular PDR’s and objective reviews.
* Conduct interviews, one to ones, and liaise with HR.
* Manage Desktop escalations.
* Manage rollouts and changes which affect the team.
* Provide desktop support cover when needed.
* Provide cover for the IT services manager when needed.

**2017 Mar 1st – May 19th Dataspire, Manchester, 3rd Line Engineer**

* Windows Server 2008r2 and 2012.
* Windows 7 & 10.
* Office 365 / Google for Business / Cloud Services.
* Virtualisation technologies, ESXi.
* GPO creation and maintenance.
* Active Directory, DNS and DHCP.
* Backup technologies.

**2017 Jan 16th - 28th Feb Manchester University, Manchester, IT Engineer**

* Desktop and server support.
* IT procurement.
* Manage image and software deployment and all desktop functions.
* Manage third party and supplier relationships.

**2015 Nov 2nd – Nov 18th 2016 Clarity Travel Management, IT Technical Manager, Manchester**

* Manage a team of 2 first line Analysts.
* Exchange 2010 and office 365 configuration and administration.
* Management of the IT infrastructure for over 300 users across 10 locations.
* Management of Kaspersky Endpoint Protection v10.
* Manage operational change and project implementation.
* Manage the estate of 2008r2, 2012 servers.

**2015 Sep 7th - Oct 30th LucyZodion, IT Engineer, Halifax**

* To assist in overhauling and updating the IT infrastructure.
* File server, Printer Server and GPO management.
* Exchange 2010 administration.
* AD administration.
* Airwatch Management.

**2015 May 27th - Aug 28th KPMG UK, IT Engineer, Manchester**

* BAU Support of hardware, software and bespoke systems.
* Mentoring of junior members of staff.
* Asset management.

**2015 March – May, The Guinness Partnership, IT Engineer, Oldham**

* Airwatch specialist, managing over 2000+ IOS devices.
* MS Exchange 2010 Administration.

**2012 Dec – 2015 March 6th First Transpennine Express / Hull trains, IT Engineer**

* Mobile device lead, project support, training and management including Blackberry, Android and Apple devices using Maas360.
* Liaising with 3rd party suppliers and app developers to resolve mobile app issues.
* Symantec Antivirus and Endpoint encryption management
* LAN and WAN support (DHCP, static IP management and DNS), VPN, WIFI
* Problem and incident management.

**2012 July-2012 Dec Co-Operative Group, Banking Sector, 2nd Line support**

**2008-2012 June Tameside and Glossop PCT NHS, Senior IT Technician**

**2008-2008 Training 2000 Ltd, 2nd Line support, Blackburn**

**2005-2008 Pennine Acute Trust NHS 2nd Line support, Crumpsall, Manchester**

**2004-2005 IBM 1st Line Support, Sale, Manchester**

**1997-2004 Royal Mail, Rochdale**

**1994-1997 Rochdale Hornets RLFC, Rochdale**

**Training and Certification**  
MCP Microsoft 70-410 Installing and Configuring Windows Server 2012, Pass 4/5/2013.

MCP Microsoft 70-413 Designing and Implementing a Server Infrastructure, Pass 6/7/2013

ITIL Foundation V3, Pass 26/02/2014

**Education**

**1998-2003 Open University Diploma in Computing**

* Internet Technologies (HTML, JavaScript and ASP).
* Awareness of website hosting, Internet security and Search Engine Optimisation
* Software Development.
* Network and Digital Communications.

**1994-1996 Hopwood Hall College (Middleton)**

* A-Level PE, Human Biology.
  1. **Matthew Moss High School (Rochdale)**
* 8 GCSE’s Including Maths, Science, English and CDT.