Christopher James Curriculum Vitae

|  |  |
| --- | --- |
| Date of Birth: 24th December 1983  Mobile: 07825636677  [cjames684@googlemail.com](mailto:cjames684@googlemail.com) | 45 Fairclough Avenue  Warrington  WA1 2JR |

**Profile:**

I am an enthusiastic, well rounded IT professional. I always endeavour to work to the best of my ability and enjoy learning new skills and gaining experience with new software and hardware. I’m an adaptable, efficient team player with excellent communication skills at all levels. I have experience with fault/incident resolution, desktop support and troubleshooting. On a personal level I am a happy, outgoing, confident person.

**Skills Summary:**

* 1st, 2nd and some 3rd line support
* Excellent hardware knowledge
* Excellent knowledge of Microsoft Office 365
* Imaging and building PC’s/laptops, upgrading operating systems
* Supporting users working locally through LAN/WAN and within Citrix and Cisco environments
* VPN support
* Good active directory knowledge
* Good knowledge of Cisco Meraki
* Working knowledge of Intune MDM
* MS Exchange knowledge
* Telephony support (Digital and IP based handsets, creating and maintaining user numbers and profiles using Avaya IP office manager)
* Excellent knowledge of all Microsoft operating systems, Mac OS, Ubuntu and Linux
* Good knowledge of Citrix Xen App and Service Delivery Console
* Microsoft Server 2012, 2016, 2019 setup and support
* Working Knowledge of Microsoft System Center 2012
* Excellent communication skills
* Excellent organisation skills
* VBox knowledge
* Smartphone/iPhone setup and support
* Mentoring 1st line staff members
* Project management

**Qualifications:**

* GCSE English – B
* GCSE IT – B
* GCSE Maths – C
* GCSE Science Dual Award – C/C
* GCSE Business Studies – C
* NVQ Level 3 Business Administration – Jacobs College, Liverpool

**Employment History:**

|  |  |
| --- | --- |
| **Involve Visual Collaboration**  *IT Support*   * 1st, 2nd and 3rd line support * Network troubleshooting (cabling, routers, switches, printers, IP conflicts) * Managing network using Cisco Meraki * Server setup and support (Cisco and Dell Poweredge servers, Windows server 2008, 2012, 2016, 2019, Microsoft exchange 365 server) * Office 365 support * Setting up Intune MDM policies on MS Azure for Android and Apple phones * Printer support (network, local, MFP) * Interviewing and assessing applicants for 1st line position * Mentoring – Showing 1st line tasks * Imaging * Managing and working on projects e.g. Intune rollout, Bitlocker setup for all desktops/laptops in the business | Dec 2017 – Present |
| **Fundeuis, Cecam and private students**  *English teacher (Colombia)*   * Teaching students and professionals (children and adults) English up to B2 standard * Planning lessons and teaching students of various levels. Class sizes from 4 students to 45. Focusing on speaking, listening, reading, writing and grammar skills * Tailoring classes for private students with specific requirements   **Ombudsman Services Ltd** | May 2016 – Oct 2017 |
| *ICT Support Officer* | Jan 14 – April 2016 |

* 1st Line support
* Network troubleshooting (cabling, routers, switches, printers, IP conflicts)
* Server support (Server 2008, 2012, Microsoft exchange server)
* Email support
* Printer support (network, local, MFP)
* Telephony support (Avaya IP Office Manager, software and hardware support)
* Imaging

|  |  |
| --- | --- |
| **Essential Employment** |  |
| *ICT Service Desk* | Feb 2013 – Dec 2013 |

* 1st Line support
* Incident management (SLAs, ITIL, escalations)
* Utilised problem solving and troubleshooting abilities to resolve any major issues
* iPhone, Android and Blackberry support

|  |  |
| --- | --- |
| **Rullion Personnel** |  |
| *ICT Analyst/ICT Help Desk*   * Procuring hardware, software and licences based on requirements within the business * 1st Line support * Network troubleshooting (cabling, routers, switches, printers) * Server support (Server 2008, 2012, Microsoft exchange server) * Email support * Printer support (network, local, MFP). | Jan 2011 – Jan 2013 |

|  |  |
| --- | --- |
| **Vodafone** |  |
| *Customer Service/Support* | Jul 2007 – Dec 2010 |

* Helping customers with network, handset and broadband issues
* Customer Service
* Technical champion of my team to help other members, create FAQ’s and document processes

|  |  |
| --- | --- |
| **Tote Sport** |  |
| *Service Desk Engineer* | Feb 2006 – Jul 2007 |

* 1st Line support
* Server support (MS Server 2008, MS exchange 2003)
* Troubleshooting issues using in house systems
* Telephony hardware and software
* Blackberry support

|  |  |
| --- | --- |
| **Hobbies and interests:**  I enjoy reading and socialising with friends. I play bass guitar in my spare time and also enjoy mountain biking. |  |
| **References are available on request** |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |