**Kerry Yildiz**

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**PERSONAL PROFILE**

IT professional with 10 years’ experience supporting, troubleshooting and repairing both Apple Mac and PC. A motivated, adaptable and reliable individual from a 1st and 2nd line IT support background seeking a position that offers the opportunity to develop new skills while strengthening my current skillset.I work well under pressure with the ability to combine incident management with project work. I am highly organised and methodical so I am able to break down a problem well when troubleshooting. I strive to exceed expectations. Throughout my different roles I have developed exceptional standards of customer service and excellent communication skills.

**CAREER HISTORY**

**Hallmark Cards PLC**

**Desktop Support Engineer - October 2016 – Present.**

I currently work within the Desktop support team, supporting around 1500 users and remote workers on various systems across 3 international sites. I support a particularly difficult department and have forged great trust and working relationships with them, allowing me to provide a better service to the user.

I have also worked on various projects including software and hardware upgrades listed below. Key responsibilities include:

* Supporting both Mac OSX 10.11-14 and Windows 7/10.
* Creating, amending, enabling/disabling users and updating access groups within Active Directory.
* Troubleshooting and fixing any issues that may arise within the business, logging/updating/resolving the call within the incident management system ServiceNow, meeting the SLA’s set. I am also on an out of hours rota to deal with any business-critical issues that arise outside of office hours.
* Microsoft Exchange Portal administration including creating accounts, shared calendars and mailboxes. Setting access rights etc.
* Adding, removing and amending profiles on mobile devices using Airwatch.
* Editing Image’s if required, Imaging, remotely installing software and updating our Mac suite using JAMF Pro.
* Creating guest Wi-Fi accounts, adding mobile devices to controllers within Cisco.
* Networking and patching cables.
* Information Security and vulnerability remediation.
* Travelling to and support our colleagues in The Netherlands, Germany and Belgium, this has allowed me to learn about new working cultures and policies.

**Project work.**

* Currently assisting with an international Windows 10 roll out project, this includes imaging and setting up new PC’s for all users across The Netherlands, Germany and Belgium, this has included some travel.
* Successfully managed a Mac refresh project from testing the new version of OSX on the image and helping to fix any compatibility issues to, planning, sending out correspondence, managing timelines, booking in user machines, applying the image to 300 Macs and overseeing roll out.
* Assisted with the successful roll out of the UK Windows 10 PC refresh across 2 sites and field-based users. Imaged machines, set up users and created a guide to help users migrate from Windows 7 to 10 more easily.
* Upgraded 300 Mac users from Outlook 2013 to Outlook 2016 and Microsoft Lync to Skype for Business. Created documentation to assist the users and supported them after the transition.
* Set up and configured 1250 Zebra handheld devices for the merchandising team.
* Assisted with the site move of over 800 users, un-cabling and re-cabling desks, setting up user computers and phones ensuring everyone was up on running on the first day in the new office.

**IT Service Desk Analyst - May 2011 – October 2016.**

* Answered telephone, email and Instant messenger queries from three sites, remote users and international colleagues, totalling around 1500 users.
* Created and resolved calls in the ServiceNow system within 1st line SLA guidelines. Making follow up calls where necessary.
* Supported both Mac and PC, Windows 7 and Mac OSX
* Administered Microsoft Exchange including client support, creating accounts and resetting passwords.
* Created users, groups and reset passwords with the Active Directory System.
* Set up Android and iOS devices.
* Tracked and controlled purchase orders for the entire IT department.
* Gained ACMT qualification, this enabled the company to apply for repair centre status with Apple which allowed us repair our own Apple kit onsite.

**Project work.**

* Assisted migrating 1000 users from Lotus Notes email system to Microsoft Outlook. I supported these users after the migration to ensure a smooth transition.
* Wiping and setting up 1200 MC65 terminals for the sales team in the field as part of a project to update their devices.

**Hi-Tec Bradford Ltd**

**Apple Macintosh Technician - February 2009 – April 2011.**

* Troubleshooting, diagnosing and repairing Apple Macintosh computers.
* Using Apple's systems efficiently by checking the warranty coverage of machines, processing warranty claims and ordering parts.
* Liaising between the customer and Apple to ensure excellent customer service.
* Used a specially developed database to book in computers, log calls/messages and create invoices.
* Completed various warranty and repair paperwork.
* Make online orders to strict deadlines.
* Hardware sourcing and some sales.
* Answering telephone calls and emails.

**Project work.**

* Contracted onsite to a large company to help with the roll out of a Mac refresh project, this built a very good relationship between the companies from which Hi-Tec received a lot of business from.

**Mac & Beyond**

**Administrator/Trainee Apple Macintosh Technician - November 2007 – January 2009.**

* Answering telephones and making sales calls to existing clients.
* Used a switchboard and was in charge of front of house duties.
* Booked appointments with potential and existing clients for the Managing Director.
* Followed up unpaid invoices, took payments using cash, cards and wire transfers.
* Ordered in parts for computers and new equipment.
* Booked in, diagnosed and repaired computers.
* Went out onsite to clients’ premises to help maintain their kit.

**CORE SKILLS**

Apple

* ACMT Certified
* JAMF Pro Suite
* Mac OSX
* iOS

Microsoft

* Windows 7/10
* Exchange Portal
* Active Directory
* OneNote
* Office 365

Other Technical

* ITIL Foundation Certified
* Airwatch MDM
* VMWare Fusion, vCentre and vSphere
* Veeam Back up and Replication
* Basic Networking
* Adobe Creative Cloud Suite Support
* Cisco VPN, Prime and Telephony
* Ivanti Endpoint Management

Other

* Incident management
* Project management
* Change and work requests

**EDUCATION & TRAINING**

**QA Leeds**

Supporting and Troubleshooting Windows 10 – Pass - 2017

ITIL Foundation course – 79% Pass – 2013

**Amsys Training**

ACMT (Apple Certified Macintosh Technician) – 100% Pass - 2011

**CMS Training**

NVQ Level 3 Business Administration – 2008

**Huddersfield Technical College**

BTEC National Diploma Art and Design - Pass, Pass, Merit - 2006

AS Level Photography – Pass - 2006

**King James' High School**

GCSE Maths-C, English (Lang)-C, English (Lit)-C, Science (dual award)-CC, Art-C, Graphics-C, French-C, Leisure and Tourism (dual Award)-CC - 2004

**Huddersfield Technical College**

VTCT Understanding Personal Therapies - Pass - 2003

NVQ Level 1 Hairdressing - Merit - 2003

**OTHER INFORMATION**

My interests include cooking and baking, hair and beauty, yoga and swimming. In the past I have learnt how to sail, gaining a level 2 certificate. I have a full clean driving license.

**REFERENCES**

References available on request.