**Tom Crook**m: 07485161799  
e: tom-crook@outlook.com  
60 Monkswood Avenue, Leeds, Ls14 1DQ

I am a hardworking and motivated individual with a very strong technical and troubleshooting mindset who is able to adapt to different situations with ease. I am comfortable dealing with colleagues and customers both face to face or on the telephone. I am adept at working on my own as well as being part of a team, and I can follow instructions accurately. I am also quick to grasp new ways of working, adhering to new process and I thrive on learning new skills and taking up any opportunity to broaden my knowledge to aid my own personal development.

Technical Skills

* Extensive support experience with Microsoft products and Operating Systems

such as Microsoft Office Suite and Windows XP, 7, 8, 10.

* Extensive experience with a large variety of desktop hardware and software, including installations, upgrades, maintenance and repairs.
* Ability to be able to successfully categorize and log issues.
* Ability to follow process and liaise with different teams.
* Experience in mailbox monitoring, archiving and responding to e-mails.
* Responding to high severity issues and escalating issues where necessary.
* Taking telephone calls and dealing with customers directly.
* Excellent interpersonal skills.
* Active Directory and Exchange knowledge.

Employment History

**08/16 to 08/17 IT Technician, Advantage Property Lawyers (Permanent)**

I was the lone IT technician and was responsible for the 1st and 2nd line support of software and hardware. Any major issues with hardware or the network were escalated to 3rd party providers.

I was responsible for all aspects of support including but not limited to;

Account administration, managing software and hardware upgrades and installs, managing website content and providing suggestions, improving and maintaining security, patch management, managing backups, office moves and installs, resolving printer hardware and software issues, mobile phone support and configuration, remote desktop configuration.

**05/16 to 06/16 Desktop Support. Capita (Contract)**

Deskside support for over 300 users in a Windows 7 environment. Hardware and software installations and fixes. Desk moves. Port patching. Daily administration of Active Directory. Printer support.  
 **02/15 to 06/15 Service Desk Analyst, CHDA (Contract)**

General AD admin tasks – account creations, group memberships, password resets etc.

**02/14 to 11/14 Service Desk Technician, Walker Morris LLP (Permanent)**

Providing 1st and 2nd line IT support to the Fee Earners and Administrative Staff within a Windows 7 environment.

Building and configuring IT equipment for current staff and new starters, including HP Desktops, HP Laptops and iOS, Android, Windows Phone and Blackberry Mobile Devices. Also responsible for the maintenance, repair and upgrade of these devices.

Installing, upgrading and maintaining a wide range of applications including Word, Excel, PowerPoint, Outlook, Internet Explorer 9 and 11, Adobe Acrobat, Laserforms, Winscribe Dictation, LexisNexis Interaction, Tick-It eMerge, Rekoop Time Recording.

Daily monitoring of Anti-Virus application (Symantec Endpoint Encryption) to ensure all computers remain up to date and clean of threats.

Maintenance of HP and Xerox printers and scanners.

Assisting the users of the above Hardware and Software with any service calls, requests for information or incidents that they have raised via our dedicated support line or via email.

Escalating to 3rd line teams when deemed necessary.

**10/13 to 02/14 Service Desk Analyst, Sky Sports Digital Media (Permanent)**

I was responsible for supporting external users of various websites operated by SSDM, these include Sky Sports, Sporting Life and Football365.

Supporting editorial staff – maintaining, supporting and upgrading hardware and software. Also responsible for 1st line support of the Content Management System.

Monitoring the infrastructure, including websites and servers - liaising with the Web Support and Development teams should any issues arise.  
 **11/12 to 10/13 Service Desk Agent, NHS Connecting For Health (Contract)**

Employed on a contract basis, I was responsible for logging calls in HP Service Manager 9 and supporting 2000+ internal users, adhering to time critical SLA’s and following ITIL processes.

Daily use, support and troubleshooting of Windows XP and 7, Microsoft Office 2010 and 200, Active Directory, NHS Mail and NHS applications such as SPINE2. Also responsible for the provisioning and support of VMware desktops.

Responsible for dealing with support requests and incidents for the above and issuing first time fixes where applicable including installation, maintenance, troubleshooting and configuration of Software and Hardware. Escalating live issues to 3rd parties and internal teams.

**09/12 to 11/12 Service Support Analyst, William Hill PLC (Contract)**

I was employed on a rolling 3-month contract basis. My responsibilities included logging calls and supporting roughly 2500 internal users whilst adhering to time critical SLA’s and following ITIL processes.

Daily use of Microsoft Exchange and Active Directory technologies – creating user accounts, adding to security groups etc.

Responsible for applying fixes to the William Hill shop EPOS system and supporting corporate ICT equipment on multiple Windows Operating Systems.

Escalating live issues to 3rd parties and internal teams.

Re-setting passwords, responding to e-mails and documenting issues.

**10/11 to 09/12 Junior Technician – Clearwave E.S. (Apprenticeship)**

Handling inbound and outbound support calls and acting as the first point of contact for customers, raising tickets on the service board.

Responsible for dealing with support requests and issuing first time fixes where applicable.

Using the company’s remote monitoring software in order to identify and resolve issues quickly.

Maintaining and supporting 170 Windows workstations and also performing basic Exchange and Active Directory tasks on 15 servers.

Pre-configuring new computers and mobile devices for customers.

Responsible for a variety of software and hardware installations, upgrades and repairs and the provisioning of Citrix XenApp desktops.

Hobbies and Interests

In my spare time I enjoy listening to music and watching sports. I am a big football fan and enjoy both watching and playing. I also have a keen interest in computers and technology, keeping up to date with developments in hardware and software as much as I can.