**Curriculum Vitae: - Mr Craig Ensor.**

**Personal Statement**

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| I have worked for one of the nations preferred EPOS providers, and the largest NHS Trusts outside of London, on two very different, but very busy Service Desks with a number of bespoke and “off the shelf” applications, dealing with a range of users from Chief Executives to Ward Clerks.  My past work has seen me move from a very physical role in the Armed Forces, where being able to work both individually and as part of a team where you placed your life in the hands of team members, to office based IT Support, showing I am both adaptable, and very reliable.  I feel that my skills and experience are invaluable to any organisation, and I have been working to develop in the IT sector specifically. |

**Personal Details**

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| **Address:**    **E-Mail:** | 4 School Street  Barnsley  S75 2TD  Craigensor1983@gmail.com | **D.O.B:**  **Gender:**  **Nationality:**  **Mobile:** | 7th December 1983  Male  British  07792406065 |

**Education and Qualifications**

**2013 – MCSA SQL 2012 Database Administration**

**2010 - Apple genius certification (hardware repair and software support)**

**2008 - Yorkshire forward, Barnsley, South Yorkshire**

A+ Hardware qualified

**2008 - Yorkshire forward, Barnsley, South Yorkshire**

A+ Software qualified

**1995 – 2000, St Michaels Catholic High School, Barnsley, South Yorkshire**

10 GCSEs grade A - C

**Work Experience**

**South Yorkshire Police – Senior Infrastructure Engineer (Database)**

October 2017 – October 2018

* Provide database support to both South Yorkshire and Humberside Police forces.
* Maintain, upgrade and troubleshoot database issues.
* Work with third party suppliers.
* Working with Microsoft SQL server 2008 R2, 2012, 2016, Azure.
* Creating plans and upgrade priority and 24/7 systems such as Connect, ANPR, Smart Contact
* Migrating Oracle databases to SQL for suppliers
* Implementing a backup and recovery policy.
* Creating Always on High Availability clusters for disaster recovery and system resilience.
* Keeping the fore working on the latest technologies as much as possible.

**Bartec Systems – Database Administrator**

November 2012 – October 2017

* Provide support to over 50 Councils
* Set up, import, and maintain data for each customer.
* Creating Ad-Hoc reports through T-SQL to retrieve the required data.
* Implementing triggers, stored procedures and SQL jobs to run out of office hours to ensure that the data and system was working to the best of its ability for when the customers need to use the system
* Liaising with multiple teams to Create, develop and upgrade database for up and coming and continuing projects and development of the systems.
* Liaising with multiple offices around the world including quiet heavily with the USA, Germany and China.
* Dealing with SSRS reporting, SSIS, and SSAS.
* Working with SQL Server 2008 R2, 2012, and 2014 and 2016.
* Backup and maintenance of databases on a daily, weekly, and monthly schedule.

**Ploughcroft - IT Consultant (Contract role)**

January 2012 – November 2012

* Provide IT support to 30 + office based staff and 100 + field based staff.
* Provide hardware and software support on Laptop, Desktop and mobile devices.
* Support on Windows XP – Windows 7
* Support on Office 2007 – 2010 including access, excel, and Office.
* Remote support using VPN, VNC, Remote desktop, Cisco VPN.
* Working to ITIL foundation
* Support and development of SharePoint.
* Support and development of bespoke software for business use.
* Development of report created using Crystal Reports
* Administering SQL database 2000 to 2008.
* Dealing with SSRS reporting, and SSAS.

**Republic Retail LTD – 2nd Line IT Service Desk Analyst (Contract role)**

September 2011 – December 2011

* Provide 2nd line support on MS Windows, XP and 7 (32 and 64 bit), MS Office 2003, 2007, and 2010.
* Supporting mobile devices (blackberry, apple – iPhone 4, 4S, 3G, 3GS IPad and tablet PC).
* Provide SQL scripting and SQL server support on server 2005 to 2010.
* Support different Adobe software and applications.
* Bespoke retail EPOS software.
* Support head office 8 users with Sage 500, in trouble shooting fault finding and license issues.
* Network and communications between head office and the stores, varying between broadband and internal networks.
* Provide support and administration on Active Directory and MS Exchange.
* Support and administration of the VOIP telephony system.
* Maintain and support integration between MS software and MAC OS
* Support wireless and network printing, both at head office and store level.

**Sheffield Teaching Hospitals – IT Service Analyst (Contracting via MatchTech).**

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| March 2011 – September 2011 |  |

* Provide 2nd line support on MS Windows XP, Windows 7, MS Office and 1st line support on various bespoke applications.
* Act as liaison between senior technical engineers, end users across all levels of hospital staff.
* Provide some back end support to Exchange and Active Directories.
* Liaise with a number of 3rd parties, ranging from small specialist organisations to global market leaders.
* Manage my own queues, and monitor team queues that are measured against agreed SLA and OLAs

**Torex, Sheffield –** **2nd Line Support Analyst.**

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| September 2008 – March 2011 |  |

* Manage my own queues, and monitor team queues that are measured against agreed SLA and OLAs
* Provide 2nd line support on MS Windows XP, and various Microsoft Office Applications.
* Provide support on MS Server 2000, 2003, 2008, 2010 and MS SQL 2000 to 2010.
* Provide support on VMware, Citrix, Linux based bespoke EPOS applications, Virtual Private Networks
* Learn basics of a Java Scripting, to provide support.
* Use various support tools including Remote Desktop Connections (RDC).

**Interests and Hobbies**

In my free time, I am involved in Martial Arts and have been for a number of years; I am graded to Black Belt 3rd Dan, and teach in a school.

I have been a member of an archery club since May 2008 and have competed at club and national level in competition.