**Jeffrey Jacinto**

17 Mansion Gate MWES

Chapel Allerton, Leeds, LS7 4SS

Mobile: 07833498213

Email: jjacinto@hotmail.co.uk

**Profile Statement**

Desktop Support Specialist with in-depth knowledge of architecting, installing and configuring computing systems. Experienced in providing client focused IT support with ITIL environment and in successfully analysing and resolving complex IT issues in a timely and accurate fashion. Having the can do attitude, ability to maintain a high degree of customer service for all support queries and possessing strong analytical and documentation skills.

**Work Experience**

**Service Desk Analyst - Leeds**

Telefonica O2 January 2019 – Present

Internal Service Desk is a single point of contact for colleagues requiring IT support. Available 6 days a week the team accepts Service Requests or Incidents via the phone and Online. Supporting our office based colleagues in Retail and Franchise stores along with partners, such as, Capita and Tesco. The team receives approximately 10,000 requests for IT support per month. The team provides advanced level technical support, resolving 90% queries at first contact & end-to-end case management for all reported issues

**Duties:**

* Lead the drive to maintain high-level support and delivery to meet SLA’s – 90%+ first contact resolution.
* Manage the end-to-end support on all technical issues.
* Lead collaboration activities with other technical area has to provide the right solution.
* Document & share knowledge on new technologies, processes & improvements.
* Subject Matter Expert leading on one of the key area’s (Online Chat, Active Directory, ITSM remedy, MS Office, o365, Tablets, Mobile Devices, Remote Support, BYOD).
* Lead & develop the online chat support service. Identifying & managing continual improvement of the chat function.
* Actively pursuing knowledge of industry leading technologies.
* Use fault management systems to log and manage all incidents and escalations raised by internal colleagues or external partners.

**Desktop Support Specialist – Canary Wharf, London**

BGRS March 2015 – November 2018

Managing the IT in London office, IT suppliers and responsible for the deployment, support and management of client/server computing technology (i.e. desktop, MFD printer, 8x8 and Iphone) heavily focused on second line level support and maintenance of the workstation/server environments. Builds productive and collaborative working relationships with the internal and external end users and clients

**Duties:**

* Provide support to all users including VIPs by both telephone and desk side visits where appropriate to ensure quick resolution of problems and adhering to defined SLA timeframes.
* Building/configuring, installing and troubleshooting of Windows Computers
* Install, configure, support and troubleshoot all software applications and services including, business applications, Windows 7, Office 365, Skype for business, Adobe, Webex, 8x8, Cisco Connect(VPN Remote access), Novus, Citrix, Kaspersky Anti Virus and Internet explorer
* Assist the office desk move and departmental moves where required
* Coordinating the Incident Management
* Configure, install and support all company mobile phone and Voip i.e IOs and 8x8
* Mobile Device Management (MDM) including Airwatch and iPhones
* Manage fundamental IT processes such as starter/leaver, equipment and service provisioning
* Log all IT calls/ticket into the Service management software(Footprints)
* Active Directory – Managing user, computer, resetting/changing password in Active Directory
* Manage the availability of all IT equipment and infrastructure through continuous improvement and continuously look to improve equipment efficiencies and cost reductions accordingly.
* Support Audio and Video conferencing (AVC)

**IT Support Analyst – Fareham, Hampshire**

Raymarine by Flir Systems April 2014 – March 2015

Supporting all desktop IT services including desktop/ workstation PC’s, laptops, Blackberry,

iPhone, IP telephony, meeting room video conferencing and printers. Manage routine maintenance jobs such as backups tapes for example to ensure that they are secure and reliable

**Duties:**

* Remote Support for Europe, USA, Asia and Australia users and customers
* Cable management and Switch-patching
* Local Phone System support- VOIP Mitel, Mobile phone, blackberry, iPhone and ipad setup Inter-Tel and Cisco Telephone support
* Installing and configuring computer systems using different build technologies
* Analysing user support statistics/data and recommending appropriate measures
* Answering incoming calls/emails from users; prioritising, logging and processing emails/calls.
* Software support and Installation (McAffe/Communicator/Lync2013/Druva/SAP/BMS)
* MS Windows XP/7
* Configuring and setting up Virtual Private Network (Pulse)
* Active Directory and Desktop Remote Support (Bomgar)
* Printing/Scanning support
* Using Ticketing system – BMC Remedy Force
* Perform routine Backups & archival of files to assist with disaster recovery
* Escalating and identify any critical issues

**ICT Desktop Support Technicians – West Sussex**

Chichester District Council October 2012 – March 2014

**Duties:**

 Provided 1st line desktop support for hardware and software to an end user base of 650 customers and over 500 PC, laptop, tablet and mobile devices

 Experience in Windows OS support including 2000, XP, Vista and Windows 7. Microsoft Office 2000,

2003 and 2010 support. Server 2003 and 2008, Citrix Xenapp

 Experience in Active Directory, Citrix, VMware, Dameware, Lync, Sophos AV & encryption support and deployment tools.

 Using a call logging ticketing system (Numera)to resolve customer ICT problems. Communications also including answering phone calls, emails,face to face and shadow supporting software.

 Responsible for desktop renewal projects and departmental office moves.

 Printers, scanners and MFD support and deployment.

 Network support in Cat 5e Ethernet environment. TCP/IP troubleshooting & resolution.

 Maintain the section’s computerised Inventory System, updating it as necessary for new equipment and changes of location.

**Revenues Assistant – West Sussex**

Chichester District Council January 2012- September 2012

**Duties:**

 Calculating Council Tax.

 Logged the data preparation of, all correspondence received in a structured and formalised manner.

 Keeping accurate and computerised records and also recovering arrears of council tax.

 Dealing with all enquiries face-to-face, by letter or by phone.

**Health Care Assistant – West Sussex**

Western Sussex Hospital April 2007 – April 2012

**Duties:**

 Assisting Patient with all daily activity with respect for individual needs dignity and privacy.

 Working as part of a team ensuring effective communication with all health care professionals within the clinical team and across all disciplines.

**IT Helpdesk Support Administrator (Fixed Term Contract)**

Spellman High Voltage Ltd. November 2010 –March 2011

 Provided 1st line support to lower level users and other service requests

 Assisted the IT manager to develop the company’s Information Technology Systems strategy.

 Rolling Windows 7 within the company

 Assisting and maintained the telephone system and its integration with other IT applications.

 Created login details to all new users

 Updating the company’s intranet using PHP.

 Rebuilding and configuring all new hardware/software.

**Key Skills and Competencies**

* Enthusiastic and able to interact with departments and personnel at all levels
* Positive and can do attitude, motivated, energetic and proactive
* Customer focused, with experience of providing advice, guidance and training.
* Knowledge of installation, troubleshooting and configuring PCs and software
* Solid background in supporting Windows 7, Citrix, VPN and Office 365
* More than 5 years of relevant experience with Microsoft Windows operating systems, Active Directory and Group Policies
* Self-sufficient with ability to use own initiative and to apply lateral thought process to problem resolution`
* Experience of Blackberry / iPhone , Blackberry Enterprise Server – BES and 8x8
* Ability to working independently and working closely with team members across all locations.
* Good Telephone manner and face to face communication skills
* Ability to communicate at all levels

**Academic Qualifications**

**BA(Hons) Information Technology Management for Business with Business Studies**

University of Chichester 2006 -2010 (II.2)

**Bachelor in Business Administration Major in Management**

Polytechnic University of the Philippines 1998 - 2002

**References –** Available on Request