**Richard Freestone**

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| **PERSONAL PROFILE**  A self-motivated IT Professional with excellent communication and interpersonal skills, who can work on his own initiative and make strong contributions as part of a skilled team. Excellent organizational skills which allow him to meet deadlines, and work well under pressure. |

**KEY SKILLS & QUALIFICATIONS**

* Microsoft Desktop Support professional qualification at Leeds Networking Academy (part of Leeds Metropolitan, now Beckett, University) - 2010.
* Proven IT related skills, using Linux, Windows 7, Windows XP, Windows Server 2003, Mac OSX and Linux, iOS and Android
* Experienced in imaging new computers with specific builds and software specifics, working with Active Directory and numerous Domains.
* Knowledge of VNC, RDP, SSH, VPN, and Command Line technologies.
* Communicating in an effective and concise manner with a wide range of audiences, including stakeholders, senior managers, internal colleagues and external partners.

**CAREER HISTORY**

**NG Bailey**

IT Support Analyst February 2019 – Present

* Brought into work on several key projects vital to the business, these included a mobile device refresh program, replacing over 6,000 mobile phones and tablets across the business, registering numbers with EE and having them port NG Bailey’s own numbers across to the new devices.
* Migrating our MDM from AirWatch to Microsoft Intune in support of the company moving to a more Office365 orientated business, this meant supporting Android devices out of Airwatch enrolment to Intune Enrolment using the Microsoft based InTune company portal apps. This coincides with supporting users using Office365 based products, such as Microsoft Teams, Delve, Sharepoint alongside your more standard Office programs in Office365.
* Supporting users who have moved from Windows 7 to Windows 10 as part of the end of lifecycle for Windows 7, including training users on how they operate Windows 10 from the tech savvy to the lesser technical people. This includes Active Directory and Group Policies.
* Providing support for F5 VPN clients, for users not based within the office, and for anyone working on Classified projects including the setup of 2FA.
* Supporting Citrix based applications, AutoCad Revit within a Citrix environment and other utilities.

**Accenture/ITV** June 2018 – July 2018

IT Support

* Temporary Contract to cover work flow, duties include supporting MacOS, rebuilding of operating systems on Mac using JAMF. Supporting Citrix Receiver, FollowMe Printing and general queries regarding MacOS, iOS and bespoke software such as iNews and Avid Media Composer.
* Supporting Google Suite for ITV employee’s, including administration and account syncing issues, general setting up of 2FA.

**Netpremacy LTD**

Support Engineer Janurary 2018 – April 2018

* Supporting clients such as Deliveroo, JustEat, Gamesworkshop, Computer Exchange and many more with their Google G Suite Solutions.
* Working on a wide range of Google Products in the cloud, such as Google Cloud Platform, Gmail, Google Sheets, Google Docs and Google Sites.
* Advising on SPF, DMARC, DKIM setups in their MX records within Emails, to freely allow the end client to be fully protected from spoofing and spam attacks.
* Utilizing ChromeOS on a wide range of hardware solutions such as, Chromebox, Chromebox for Meetings, Chromebooks and Jamboards.
* Escalating to Google Support when need be, this includes raising any bugs that the end clients are experiencing in their Web Browser or any Hardware issues.
* Providing support for Google Suite Sync for Microsoft Outlook and any integration with Active Directory and LDAP solutions.
* Supporting Google Cloud Platform and their Cloud Based Solutions, such as BigData, BigQuery and Virtual Machine environments using Kubernetes.

**GDS Link UK**

Technical Consultant October 2017 – December 2017 (Temporary Contract)

* Working with Windows Server 2012 R2 to improve Domain Management, Active Directory Structuring, Group Policy Objects and maintenance.
* Configuring Windows Server 2012 file permissions, share access and working with Server Manager.
* Setting up Virtual Machines via VMWare ESXi both with Windows or Linux environments.
* Configuration of IIS and management of Application Pools.

**Webanywhere LTD**

2nd Line Support Analyst October 2014 – May 2017

* Working as a Linux Support Analyst for Webanywhere, in the Virtual Education System sector, supporting Secondary Schools, Colleges, and Private Sector businesses with their Learning and Training Platforms.
* Working in a team of 3 Support Analysts, handling 250+ Schools' needs including backend Linux support, using the LAMP stack environments.
* Supporting schools' integration with Moodle and their Active Directory networks, using an in-house built Management Information System(MIS), which utilises both SIMS and Active Directory to allow Student, Teachers, Staff and Parents accounts to use network credentials within Moodle.
* Working with an in-house Management System, connecting to the Box built by Webanywhere, holding three/four virtual machines, working with the MIS and the core Moodle Server.
* Day-to-day tasks require a comprehensive working knowledge of Apache or Nginx, MySQL or Postgres SQL and PHP.
* Modifying SQL or PSQL databases, statements and clauses. Changing PHP Memory information.
* Making HTML and CSS changes in response to non-technical customer requests, sometimes developing artwork for the schools and making graphic theme changes.
* Advising schools on Moodle compatibility issues, sometimes installing useful Plug-ins.
* Supporting Wordpress, Joomla, Drupal CMS systems, managing web-pages and making HTML and CSS changes.
* Supporting Corporate Clients using Totara LMS, including course enrolments and course management, alongside supporting Totara Sync connecting to clients' SQL server and HR Systems.

**Sky Sports Digital Media/BSKYB**

IT Support Analyst November 2010 – October 2014

* Working as an IT Support Analyst for BSKYB under Sky Sports Digital Media, dealing with Website user queries, editorial issues on site such as caching and Content Management System issues. Dealing with other geographically remote departments which pulled API data , such as Text and Mobile support.
* Supporting an average user base of around 1 Million visitors to SkySports.com on an average day, reaching 3 Million on Transfer Deadline Day. Dealing with Sky owned sites such as Sportinglife.com, Teamtalk.com, Football365.com, Planetf1.com and many more, often supporting overseas-based editors.
* Supporting Sky Sports News Radio with audio related problems, which ran across 5 different servers, including backend Linux database servers.
* Frequently working unsociable hours in isolation, using my own initiative, often having to make fast decisions on the best way to address urgent issues.
* Required intermediate knowledge of Linux distributions, Linux Terminal and basic understanding of Apache Web Server.
* Making sure that the audio encoders (both for Flash and Windows Media audio) were working correctly in order for the horse and dog racing commentary to be pushed out to clients such as Ladbrokes, Bet365, Paddy Power and more.
* Developed skills in PuTTY, VNC and SSH

**Lloyds Banking Group PLC**

1st Line Support Analyst May 2010 – September 2010

**GROUNDWORK LEEDS**

1st Line Helpdesk Support July 2008 – May 2010

**GROUNDWORK LEEDS**

Finance Assistant & 1st Line Support September 2007- July 2008

**EDUCATION**

JHP Training (NVQ level 2, Business Admin)September 2007 – January 2008

Morley High SchoolSeptember 2003 – June 2006

Bruntcliffe High School September 2001 – June 2003

**QUALIFICATIONS & ACHIEVEMENTS**

* Studied for my Linux+ and LPIC-1 at Leeds Network Academy in Summer 2017
* Microsoft Desktop Support professional qualification at Leeds Network Academy (part of Leeds Metropolitan, now Beckett, University) - 2010.
* NVQ Level 2 – Office administration skills, such as Archiving, Faxing, Filing, Photocopying, Procedures, and effective communication.
* Obtained GCSEs in: Maths, English, Science, Geography, Business Studies & Product Design