Martin Hick

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Software/Application Experience

* **Windows OS**:- XP, 8.1, 7 and 10
* **Phone OS**:- Android and IOS
* **Windows Server**:- 2008 and 2012
* **Imaging software**:- Clonezilla, Fog and SCCM
* **VDI Software**:- VMware and Citrix
* **Office Suites**:- 2010, 2013, 2016 and Office 365
* **Deployment Software: -** PDQ, SCCMz, Zenworks and AEM
* **Remote Software: -** Bomgar, LogMeIn, VNC, RDP and MSRA
* **Exchange Server: -** 2007, 2010 and 2013 Sophos
* **Antivirus: -** Sophos, Windows Defender, Norton and
* **Endpoint Encryption: -** Bitlocker and sophos

Work Experience

**NG Bailey – 1st/2nd line support Analyst**

Leeds - West Yorkshire -January 2019

**Key Activities**

* Monitoring new analyst to the desk.
* Creating process documents.
* Deliver desk-side and over the phone support services to the customer.
* Re-imaging of laptops and PCs.
* Maintain a high level of communication with Customers, Colleagues and senior members of staff.
* Deploying new PC/laptops out to customers
* Helping to rollout Windows 10 across the business
* Migrating data from old to new laptop/PC
* Troubleshooting all issue and creating a detailed report that could be picked up and understood by someone else if needed.
* Taking on P1 critical calls and keep reasonability for them until there closer
* Resolving most call into the desk 1st time and passing to appropriate team when needed.

**Daisy Group - 1st/2nd line support**

Birstall, West Yorkshire -January 2018 – January 2019

**Key Activities**

* Checking service desk email for any request or incidents to be logged as tickets
* VMware and Citrix support
* Troubleshooting all technical calls to the best of my ability and passing on to correct teams when needed
* Providing remote support using ever Bomgar, logmein, RDP or Windows remote assistant.
* 1St Point of contact for all customers
* Crating new active directory account based on templates generated by the customer
* Assign access to network drives that have been approved by line mangers
* Helping support over 20+ small and medium sized business
* Keeping to SLA’S deadlines and make sure all tickets are up to date
* Using different deployment tools (SCCM, PDQ and ZenWorks) to install software packages.
* Creating disruption groups inside of Exchange server

**Wates - 1st/2nd line support (Contracting)**

York, North Yorkshire - November 2017 – January 2018

**Key Activities**

* Login tickets on service now and apply a 1st time fix or passing on to relevant team.
* Been the 1st point of contact on the telephones and resolving most calls that came in.
* Setting up android and iOS devices
* Providing remote support to customers
* Helping customers to configure VPN on their laptops.
* Setting up enterprise Chromebooks with Citrix receiver and sent out to new customers.

**O2/Telefonica - Service Desk Analyst (Contracting)**

Leeds, West Yorkshire - June 2017 – November 2017

**Key Activities**

* Login tickets on Remedy and assigning to correct team.
* 1st point of contact for office 365 migration issue.
* Gained strong knowledge of office 365 install and issue the can arise from migration.
* Helping to create Knowledge base articles.
* Taking in large Calls volumes and ever applying a 1st time fix or Logging a ticket to be dealt with when a fix can be provided.
* Checking Active directory and Exchange making sure the correct settings and group policy are applied before and after the migration.
* Helping costumers over the phone to update their email accounts on Android and iOs devices

**University of Leeds - 1st line support (Contracting)**

March 2017 – April 2017

**Multiple NHS contracts - 1st/2nd line support**March 2015 – March 2017

**Accumuli Security - Security operation engineer**

Garforth, Leeds - July 2014 - September 2014

**VdotCOM - IT Support Technician / Service desk admin**

Birstall, West Yorkshire - February 2013 – March 2014

**Creative Craft Packaging** - **IT support Technician**

Dewsbury, West Yorkshire - June 2009 – April 2011

References

**References can be issued on Request**