**daniel brown**

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**PROFILE**

A successful **Service/ Network Analyst**, who has acquired extensive experience within delivering support in numerous key roles in leading organisations. An individual who is adept at managing key relationships including clients and colleagues, effectively translating technical requirements and overseeing all issues through to completion. An experienced professional who excels in the delivery of an outstanding service which encompasses managing highly technical problems through to resolution, skills and a wealth of technical leadership abilities that would enhance any forward thinking organisation.

**KEY SKILLS AND EXPERTISE**

|  |  |  |
| --- | --- | --- |
| * Service and network analysis expertise * Troubleshooting and issue resolution expertise * Technical leadership * Translating technical matters to non-technical professionals * Project management | * Wealth of technical knowledge * Hardware, software and networking issues * Client relationship management * Employee training and mentoring * Service and solution focused * IT managed services | * The ability to effectively build and manage key relationships |
|  |  | * Extensive customer services and client liaison skills |

**EXPERIENCE**

August 2019 – September 2019 **Switch Engineer (Contract) )** Ash Project, Huddersfield (I-Source)

**Key Responsibilities:**

**Contracted to perform a migration process for ASDA Supermarket**

* Prechecks of existing Switch – system check status
* Creating Piggy links after identifying a non-connected port
* Switch backup
* Migration Process of existing switch
* Telnet to New Switch – using cdp neighbors, show versions etc
* Move Ports across from old to new switch
* Move Router Uplinks / WAN Links
* Moving Fibre Ports
* Removing Piggyback link
* Check if all ports moved across successfully
* Check VLAN
* Check Host configuration
* Check System Status
* Update and Ping Checks on all necessary links

Complete process and sort any AD-Hoc issues.

July 2019 – August 2019 **IT Support Analyst, Level 2 (Contract)** Leeds, University of Leeds – Department of Education - (Through Spring)

**Key Responsibilities:**

* To clear Backlog of Task request from 2015 till present
* PC’s and other peripheral devises were decommissioned due to Out of Warranty equipment’s and their replacements.
* All devices where wiped clean of any data
* Asset management of all New and old PC’s were decommissioned and sent to scrap.
* Used ServiceNow for requests, updating CI (Configuration Items)
* Remote to User’s PC to resolve all kinds of IT related incidents and task request
* Imaging of new PC’s to Windows 10 using PXe’s and USB
* Deployment of PC’s & Monitors in a cluster environment
* Working on Projects on team work to ensure greater efficiency
* BAU work
* Using SCCM to deploy software applications to users
* Using Configuration Management Tool to deploy software applications to users
* Using BOMGAR to remote to User’s PC’s to resolve queries
* Printer Network installation
* Active Directory for Users and adding new computers to OU in the correct domain and department
* Interaction with staff and senior management
* Microsoft Office 365
* Mac OS X, IPhones and IPads
* Outlook, Email, Calendars
* SAP Installation
* Citrix
* VPN

March 2019 – March 2019 **IT Support Analyst, Level 2 (Contract)** Lichfield, Birmingham – Department of Employment - (Through Lorien)

**Key Responsibilities:**

* Decommission Work at Department of Employment, Lichfield
* Routers, Switches, PC’s and other peripheral devises were decommissioned due to location change .
* All devices where wiped clean of any data
* Asset management of all decommissioned devices.
* All in a day’s work

Feb Aug 2019 – March 2019 **IT Support Analyst, Level 2 (Contract)** –Cumbria NHS - (Through Lorien)

* Desktop Engineer to provide BAU support on various site in the Cumbria area., Mostly deployment from Win 7 to Windows 10
* Installation and deployment, inventory and decommission of Old equipment and Windows XP, 7 and 10

Deployment

* Supported Window NT, XP, 7.8 and 10 and server 2000, 2003, 2008 and 2012

Aug 2018 – Dec 2018 **IT Support Analyst, Level 2 (Contract)** –WSP, Leeds - (Through Lorien)

**Key Responsibilities:**

* Desktop Engineer to provide BAU support on site, Mostly Management Services to staff Globally.
* Application support
* Installation of Software remotely using Dameware
* Active directory
* WSP ServiceNow for Task & Incident work
* Setting Up New users
* Housekeeping Active Directory
* Patching network ports
* ITIL Experience
* Troubleshoot Network issues
* Using SCCM to deploy software applications to users
* Supported Window NT, XP, 7.8 and 10 and server 2000, 2003, 2008 and 2012
* Asset Management – deploy, inventory and decommission

Windows XP, 7 and 10 deployment

June 2018 – July 2018 **IT Support Analyst (Contract)** –Johnson and Johnson (Through Lorien)

**Key Responsibilities:**

* Desktop engineer to provide BAU support on site, due to internal resources moving within the company.
* Back up tape management
* Laptop / PC refresh lab
* Active directory
* Exchange 365
* ITIL Experience
* Setting Up New users
* Asset Management – deploy, inventory and decommission
* Windows XP, 7 and 10 deployments
* Supported Windows XP, 7.8 and 10 and server 2003, 2008 and 2012
* SCCM deployment of software to users

Aug 2017 – March 2018 **IT Support Analyst (Contract)** –Optare Group (Through InterQuest)

**Key Responsibilities:**

* Mix of 1st, 2nd and 3rd Line Support Work consisting of hardware, software, networking and some project work
* Active Directory tidy up; Exchange 2013, Troubleshoot Sage using SQL; Kaspersky Antivirus maintenance; Replacement of XP's to Win 7; MS Office 2016 & 365 / License Review, Upgrade of WIFI; Software Audit; VLAN; MPLS/Network Upgrade; Server and Hardware builds; Maintenance of Printers, ITIL Experience
* Dealing with internal and external (Suppliers)
* Project Lead for Call Log System; Tidy patching; Diagnostics Laptops sync and Updates; Spiceworks; Desktop & Helpdesk functions; Backups and Retrieve, VPN configuration & troubleshoot; Video Conferencing Configuration

Feb 2016 – Jul 2017 International Construction Project

Aug 2015 – Feb 2016 **IT Deployment Engineer (Contract)**

**Key Responsibilities:**

* PC’s and Laptops deployment / Win 7 & Migrating users to ASDA/Wal-Mart IT Infrastructure
* Remote tools for trouble shoot, application installs, VPN connectivity issues

Jul 2015 – Aug 2015 **IT Engineer (Contract)**

**Key Responsibilities:**

* PDA deployment / Migrating Tesco Store’s to new company’s domain
* Ensuring Access Points (Wireless) connectivity established with the PDA’s and printers

Jun 2015 – Jul 2015 **Deployment Engineer (Contract)**

**Key Responsibilities:**

* PC deployment /Migrating user’s to windows 7 Platform for 2 Sisters Food Group in Wakefield

Mar 2015  **IT Engineer (Contract)**

**Key Responsibilities:**

* Software installs and migrating users to windows 7 platform for Serco in Liverpool

Sep 2014 – Dec 2014 **Deployment Engineer (Contract)**

**Key Responsibilities:**

* Deployment of Windows 7 across GP Practices in the Greater Manchester NHS Area
* PC audits and installing Centrestage software to capture hardware and software profiles of users pc across GP practices in Greater Manchester

Feb 2014 – Jun 2014  **IT Support (Contract)** – Humber NHS

**Key Responsibilities:**

* Deployment of Windows 7 across Humber NHS Trust
* Software installs including Physio Tools, Patient Care, Impax, Datix, Speech Exec, Docman, Vision etc
* Printer installs and desktop plus email support for users
* Assisted in backing up user data to network server and moving PC’s and Laptops to correct OU in Active Directory
* Occasional password changes and providing support for System One and Lorenzo users

Nov 2013 – Dec 2013 International Travel

Nov 2013 Deployment Engineer (Contract) – Dell for Reckitt Beckinser

**Key Responsibilities:**

* Laptop Refresh Programme at Reckitt & Beckniser in Hull. Software installation and migrate laptop users to new Dell laptops

Sep 2013 – Nov 2013 **Deployment Engineer** – Thomson Travel, North of England

**Key Responsibilities:**

* Deployment of windows 7 to replace xp machines
* Deployment using build image through network connectivity
* Installation of RAPID bespoke software for Thomson Travel shops across the North of England
* Configuration of network printers for the new windows 7 environment
* Floor walked after deployment and tackled desktop and network connectivity issues

Aug 2013 – Sep 2013 **IT Support Infrastructure** – Horsforth School, Leeds (Through Springs)

**Key Responsibilities:**

* Migration of Laptop users from a windows 2003 domain to windows 2012 domain
* Transfer of files and \*pst files from windows 2003 to windows 2012
* Upgraded software applications to the new domain platform
* Replacement of old laptops to new

Feb 2012 – Aug 2013 **Network Development Engineer (Team Lead)** – VSL, Morrison’s PLC Contract, National

**Key Responsibilities:**

* Working on deployment and maintenance of Cisco switches and routers as Team Lead responsible for a team of 4 in a UK wide project for Morrison’s Supermarket Plc
* The installation and configuration of switches into VLAN mode
* Interconnecting several Cisco switches to various devices including EPOS systems within the store
* Troubleshoot and monitoring the network

**Deployment Engineer** – Phoenix/ Logica, Yorkshire

**Key Responsibilities:**

* Deployment of Window 7 in the Yorkshire region for all Northern Powergrid offices
* Scheduling deployment stages and deliveries to each site for all users with laptops and desktops
* Migrating user accounts and files including \*PST files to new window 7 domains
* Upgrading laptops hard drives and memory
* Updating bespoke software applications
* Ensuring legacy software is catered for through a medium application using an XP virtual machine running on the new window 7 device
* Floor walking
* Schedule old equipments pickup from each site after rollout

Jun 2011 – Feb 2012 **Support (Voluntary)** – Local Church (Christ Embassy, Leeds)

**Key Responsibilities:**

* Assist Local Church to run Technical Dept
* Setup and provision of videoing for church services
* Video Editing
* Maintenance of Lighting System
* Participating in fund raising and events

Oct 2004 – May 2011 **Support Analyst (Contract)** – Lloyds TSB, Leeds

**Key Responsibilities:**

* Provide the service of administering user accounts across the HBOS/Lloyds TSB estate using NT. XP, Vista, and Windows 2007 operating systems
* Working off a remedy based call Management system (SMART) and work off allocated RMS & Incidents calls, broadly categorised into Data Migration and migrate user data across FPS and
* Exchange servers in response to Departmental/user relocations
* Exchange Administration - Implementing the set up of new users and ongoing administration of existing users. Maintenance of Distribution Lists
* Lotus Notes - The creation of new users and re-certifying existing user ids. Providing
* Xnet Editor rights through Lotus Notes;
* NT & XP administration - Activities include the setting up of new users and the ongoing control of access management of user profiles
* Use of Active Directory and User profile management; Remote Access - Access control
* Management for users requesting Remote Access functionality; DNS and DHCP
* Blackberry creation, activation, maintenance & troubleshoot support using Tivoli to remotely connect to users. Using PADm to install applications remotely
* Printer assignment tools for printer management
* Desktop and Laptop build with NT, Win2K or XP environment using Powerquest Ghosting Software
* Data Migration; Software installs, working within SLA’s deadlines and hardware Break/fix
* Configuring LAN setup, Configuration of switches and routers
* Analyse problems to provide solutions, or refer to 3rd line support. Management of profile related request made via the Remedy' software.  Commission & decommission of XP/NT
* Privileged and Remote Access accounts and set up new user profiles, disabling and deleting accounts
* GPRS and Broadband configuration
* Using Exmerge tools for copying users from one exchange server to the other
* Using Secure Copy tools to move user’s personal drives from domain to domain
* Mailbox setup on Exchange servers and provision of access rights to applications, Shared Area and Mailboxes
* Maintenance of Exchange Servers 5.5, 2000 and 2003 and Outlook configuration and help desk functions
* Supported Window NT, XP, 7.8 and 10 and server 2000, 2003, 2008 and 2012

**Additional Experience:**

Jun 2004 – Sep 2004 IT Helpdesk/ Desk Support – Meat Hygiene Services, York

Mar 2004 – May 2004 Network Engineer (Through Elan IT Agency) – Rotherham NHS, Trust, Rotherham

Sep 2003 – Mar 2004 Support Engineer (Contract through ComputerPeople, Computacentre) – O2 Mobile, Nationwide

Aug 2003 Field Network Engineer – Poole House NHS, Rotherham

Jan 2003 – Jul 2003 Network Engineer – Rotherham NHS Trust, Rotherham

**PROFESSIONAL TRAINING AND EDUCATION**

CCNA - Cisco Certified Network Associate

Bradford & Ilkley College, Bradford (1987-1989) - HNC Business and Finance

Accra Academy, Accra, Ghana (1971-1976) - O-Level in Mathematics, English, Accounts, Economics, History & Commerce

Apam Secondary School, Apam, Ghana (1977-1978) - A-Level in Economics & Government

**Training:**2001 - MCP - Finished Course But not taken exams. CCNP - Still Underway

**TECHNICAL SKILLS**

Interconnecting Cisco Network Devices/ Interior Routing Protocols/ Exterior Routing Protocols/ TCP/IP and Novel/IPX/ IP Access Control List for Network Security/ Monitored and Troubleshoot Network Traffic using Ping, Trace route, CDP/ Neighbors and Debug Commands/ Troubleshoot Router Configuration and physical connectivity problems including password recovery/ Network Protocols/ WAN Protocols, Frame Relay, HDLC, PPP, ISDN, Modems/ LAN Protocols, Ethernet, Fast Ethernet, Token Ring, VLAN/ Interior Routing Protocols, RIP, IGRP, EIGRP, OSPF, BGP & MPLS/ Routable Protocols, TCP/IP & IPX/ SNMP, DHCP, DNS, FTP, TFTP

**Additional IT Skills:**Windows 98/2000/NT4,XP, Vista/ Installation and rollout of Win2k & XP/ Set-up of User Accounts and Profiles/ Configure and Set-up of RAS/ Lotus Notes/ Active Directory/ Server and Workstation Maintenance/ Desktop Applications/ Microsoft Office Suites including Outlook/ Novell Netware/ Workstation Assessment on Users/ Microsoft SQL Server 2005/ CISSP – Security/ Blackberry Support/ VPN Configuration

**ADDITIONAL INFORMATION**

**Additional Achievement:** Construction Project Supervision for a hostel for international Students in Ghana