**Shaun Griffiths** 72 Dalefield Road Normanton

WF6 1HDMbl: 07852 911772Email: Shaun@powerforward.co.uk

An enthusiastic and conscientious individual who has excellent communication skills, particularly in the area of customer care. Is able to effectively communicate on all levels with both internal and external clients, both face to face and over the telephone. Excellent customer service skills, having been demonstrated in my most recent role working within the public sector. Versatile and adaptable and able to work to tight deadlines, either individually or as part of a team to achieve business objectives. I thrive in challenging environments and welcome extra responsibility in order to progress and develop. **Employment History**

**June 15**

**To Present MWL Systems Ltd IT Systems Engineer**

Own In house CRM database logging system

Customer Helpdesk Support

Logging Telephone / Email requests which are reported to us

Request Fulfillments within customers SLA and managed service desk.

Customer Facing environment when visiting sites

Providing Support with Windows 7, 8.1 & Windows 10

Supporting Apple Mac

Server Installations

Cisco Support

Switches and Telephony upgrades

SLA Agreements and Targets

Knowledge with Server 2008, 2012, 2016

Supporting Office 365 and Migrating Businesses onto Office 365

Storage Craft, Veeam, Backup Exc & Shadow Protect Training/Skills

Windows Deployment

Project Management.

Fleet Management.

VPN Setup and Support with SOPHOS, SonicWall, Barracuda, Fortinet, WatchGuard and Cisco.

Setting up virtual environments and Hyper V.

**June 14**

**To June 16 Data Pacific Ltd Technical Support Engineer**

Customer Helpdesk Support

Logging Telephone / Email requests which are reported to us

Request Fulfilments SLA

Customer Facing environment when visiting sites

Providing Support with Windows 7, 8.1 & Windows 10

Supporting Apple Mac

Server Installations

Cisco Support

Switches and Telephony upgrades

SLA Agreements and Targets

Knowledge with Server 2008, 2012

Supporting Office 365 and Migrating Business onto Office 365

Storage Craft Training and Skills

Windows Deployment

Able to Handle new Projects given

**June 13 Wrexham County Borough Technical Officer Schools**

**To June 14 Council – Schools ICT**

Customer Helpdesk Support

Logging ICT Requests and Incidents via the Helpdesk system

Face to Face Support when visiting School Sites

IT Equipment upgrades

Windows 7 Project due to XP Expiring in April 2014.

New Server and Switch installations

Problem Solving

Taking on my own projects e.g. HWB+ by the Welsh Government.

Converting a school’s network from Windows to Apple Mac.

Windows Server 2003 & 2008

Backup Technologies (Backup Exec, CommVault).

Active Directory, Group Policy, DNS & DHCP etc.

Cisco Technologies

**Oct 11 to Cheshire West and Chester Technical Admin Assistant Mar 12 Council – Integrated Transport (temporary contract)** Producing elderly and disabled concessionary fares bus passesProcessing application forms for passes both paper and electronic Reimbursement of bus operator’s payments Invoice reimbursementsIssuing of Taxi vouchersUpkeep of in house databases including CMS and ORACLEMaintenance of printers Ordering of stationery and consumables for printers Use of MS office packages including Outlook, Word, Excel, PowerPoint**Oct 10 to Cheshire West and Chester Apprentice Oct 11 Council – Schools ICT Team** Customer service Taking calls and logging relevant informationProblem solving and resolving queries School system IT upgrades New system installations including Windows XP & 7Hardware upgrades Server and switches installations

**KEY COMPETENCIES**Excellent communication skills Problem solving Personal effectiveness Teamwork Achieving results **KEY SKILLS**  Achieved ITQ Level 2 & 3 for IT users

Work as part of a team

Have the ability to explain in none technical terms for better understanding

Flexible

Willing to take on new challenges and skills

Apple Mac SkillsAbility to apply hardware / software upgrades Ability to demonstrate the setting up of new PCs and laptops Ability to work in an organized and methodical way Training with Cisco switches Diagnosing and repairing routers on site Installations of servers and switches in schools

Storage Craft Training

Windows Exams

**Education and Qualifications:** Microsoft Exams – Configuring Windows 7, Supporting Windows 8.1, Installation, Storage and Compute With Windows Server 2016.

ITQ Level 2 for IT users

NVQ Level 2 & 3Key skills Level 1 Communication Key skills Level 1 application of number GCSE:Science ICT Maths English Product and Design Welsh Language ASDAN award Current Study Microsoft Windows Exams.

**Interests** Gym – Keeping Active and Healthy.

Assisting Others

Learning new skills

Training in areas **References** Available on request.