* Artwell Matiza

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**Availability:**  notice period

## Personal attributes

I’m a university of Teesside graduate with a BSc (Hons) Digital Forensics being a computer science related degree with the following personal attributes:

* Excellent communication skills even with non-technical users at all levels of IT knowledge.
* Work well in a fast paced, dynamic environment with limited or no supervision even under extreme pressure.
* Very personable and approachable professional individual with outstanding customer facing and excellent time management skills.
* Excellent troubleshooting/ problem solving skills for hardware, network and software applications across windows OS and Microsoft server 2012 and earlier versions environments.
* Strong passion for IT with very good knowledge of PC architecture, applications and operating systems for windows Microsoft, android and IOS devices.
* Very motivated, open minded and eager to learn through training and from others on the job to fill up any knowledge gaps in the wake of technological advancements.
* A fast learner with a natural aptitude for understanding technical information.

## Experience and Key IT Skills

Over seven years (since 20012) IT experience working on a wide range of projects as a contractor at customer sites with the last 3 years months (ending January 2019)of working on a very customer facing role as IT support engineer with responsibility to provide 1st and 2nd line support to users at desk side and remotely (December 2016 to June2017) and IT support analyst from August 2017 to January 2019.

* Excellent Microsoft Windows operating systems setup/configuration and support for windows widows 7, 8/8.1/10 including basic server administration.
* Proudly participated in the windows 10 tech preview program at its inception in October 2014 highlighting problems and suggesting new features as well as improvements using personal equipment to enhance personal OS knowledge as a passionate IT support engineer.
* Microsoft Exchange 2013 and earlier versions for systems users’ mailbox setup and support at domain level. Excellent Office 365 /2016 cloud based Microsoft application suite user setup/ configuration and support.
* WatchGuard, netscaler, Sophos and Symantec Firewalls and antivirus software applications support for domain users in multiple sites.
* PC /printers/laptops/ Windows phones/ Android phones / IOS devices setup and support
* Server platforms: Microsoft windows server 2008 server2012 2008Hyper-V and active directory technologies for domain objects creation and management
* Network technologies and services: DHCP, TCP/IP in LAN/WAN network configuration and use of VPN for controlled access to services for remote users on citrix environments
* User data backup and management to ensure integrity and security always
* Some Knowledge and experience of CISCO routers and network switches installation and basic configuration on project work
* Excellent user training skills for the new applications and OS environments following major rollouts drawing from my previous lecturing career spanning over 10 years from 1997 to 2008.
* Confident with Active Directory user accounts and group policy setup and administration.
* Basic SQL practical skills and experience from current role / contract to support ware house applications.

## Education Qualifications & Training

* **Currently studies:** Privately Studying towards MCSA Certification for Microsoft Windows Server 2012 R 2
* **Sept 2008 – Nov 2011: University of Teesside:** BSc (Hons) Digital Forensics a computer science related degree program that includes modules on networking, routing, communication protocols and internet security among other modules.
* **Training: Cerco ITSS:** Win 7 and MS Office 2007/10 course for IT Support engineers
* **February 2012: Training Course:** Cerco Certificate in Systems & Networking (CCSN**)**
* **January 1998 –November 1990:** Diploma in Vocational and Technical Education
* **January 1989 to December 1990**: GCE ‘A’ level Certificate: 4 subject passes including English general paper
* **January 1985 – December 1988**: ​GCSE ‘O’ level Certificate: 7 subjects graded A - B (Including Mathematics, English and Science)

## Work History: August 2017 – January 2109 - IT support analyst for Marks and Spencer at Castle Donington National Distribution Center.

Working as a contract IT Operations support Analyst responsible for second and third line issues supporting network printers in a Unix environment, windows 7 systems, Microsoft Office applications under office 365 and office 2016, offering deskside and remote assistance using SCCM 2007 and 2012 for remote support and for the management and distribution of software packages, active directory and supporting warehouse systems to ensure service stability and availability at all times on a 24/7 365 days per year service availability. Working as part of Incident management and duty manager’s teams acting as the liaison link for incident handling with external (third party) and internal support teams.

## December 2015 – June 2017: Pelsis Ltd: IT Support Engineer

* Responsible for all first line helpdesk call logging and second line IT related problems for hardware, software Telephony / Networking (WLAN and VLAN) working at users’ desktop side as well as remotely
* Responsible for the provision, installation/configuration, and maintenance of all Information Technology systems (telephone/ hardware/ software application) for new and existing users;
* Providing all round technical support to users for network/ printers/ laptops/ desktops and related applications including Microsoft office suits (2010 /13), Windows Server 2012 environment, windows 7/8.1/and 10 operating systems as well as mobile devices on Android, windows and IOS platforms to meet the needs of diverse staff teams throughout the company’s designated area as well as a handful of home based sales teams.
* Working closely with third party applications venders and support teams to resolve any escalated issue not able to be resolved internally.
* Responsible for all information security by overseeing data backup services and day to day monitoring of the server infrastructure (virtual and hardware) while escalating any emergent irresolvable problems to the IT administrator / manager based off shore in Belgium.
* Responsible for the administration and management of the inventory of IT equipment for the designated sites.
* User account and group policy administration and management using the Active directory service.
* Exchange Server 2008 for the administration of user mail box and distribution groups
* Day to day support for users on desktop side as well as remotely over the phone/ email or using remote connection support tools

## February 2012 - November 2015: Contracting as an IT Engineer

Worked through employment agents and through own limited company as field based Contract IT Engineer on several commercial projects for:

* Rolling out new windows Operating systems, IT equipment refresh to staff at their desk side;
* Providing after deployment training and support as site engineer on standby / floor walking; conducting equipment quality and safety audit;
* Carrying out repairs and maintenance of IT equipment;
* Providing end user support for software application;
* Installing user / role specific applications, setting up printers, configuring Microsoft exchange service for emails and troubleshooting and resolving any emergent application related or printing problems following the new user environment setup;
* The roles also involved the maintenance of an inventory records for the old and new kits which would be passed on to the project manager at close of business daily.

### Work History details: Specific projects working on:

**November 2015 North Bristol NHS Trust: Floor walker (Contract):**

Working as an application support engineer providing desktop side support to clinical staff following a rollout of a new patient electronic record management system called Lorenzo. A customer facing role;

**June 2015: Bradford District Care Trust**

Working as a IT Officer /2nd Line Support Engineer in a team responsible for rolling out new windows 7operating system and new (Windows 7 migration) IT equipment to staff at desktop side trust wide; providing after deployment support for the windows 7 environment; conducting equipment quality and safety audit; carrying out repairs and maintenance of IT equipment; providing end user support for software application; software installation and first line diagnosis/reporting.

**February- March 2015:** Working as windows 7 migration/ deployment engineer for Fujitsu Pvt Limited on a Balfour Beatty nationwide project. Responsible for configuring refreshed IT equipment at user desk side. Configuring outlook on the new exchange server; providing applications support and troubleshooting any network and printer related problems arising from the new environment as well as supporting users following the deployment of the new operating system and hardware as a first point of contact and escalating any irresolvable issues to remote project support team.

**October 2014 – December 2014: Capita Managed IT Solutions Customer Service Engineer (Contractor)**

Working as a Desktop Support Engineer / Customer Service Engineer at client sites in Schools around Oldham providing second line IT services support for network, desktop, Virtual clients, printers including hardware and software related problems while escalating to third line any issues that would not be resolved on site. Responsible for user profile resets, building of new machines using a custom image from the server, reimaging desktops and laptops as required and making sure the teaching and learning environment is as required from the IT point of view. This is a very much customer facing role with strict SLA deadlines.

**January 2014 – September 2014: NHS Patient Foundation Trust 2nd Line IT Support Engineer (Contractor) split over two service areas as follows:**

**April 2014 – September 2014**: Leeds NHS Foundation Trust**;** Responsible for hardware and software support trust wide covering Leeds and York environs reporting to the IT Manager.

Providing helpdesk support using helpdesk management systems (qsm) to record user issues and doubling as 2nd line support resolving tickets raised by attending to service users remotely or at desktop side and escalating to 3rd line support for resolution where need be;

Working as part of a windows 7 migration/ deployment team at client sites across the trust area of service;

**January 2014 – March 2014**: **Windows 7 Deployment Engineer (Contractor)**

**NHS North Yorkshire CSU**

Working as lead engineer in windows 7 migration team responsible for:

Building desktop PCs with a win 7 professional image using Symantec ghost cloning tool and deploying the new machines in GP practices within the York environs;

Conducting user data and personal profile migrations;

Installing GP surgeries/ practice specific applications which vary from one practice to another and users depending on one’s role in the practice (GP, clinical and administration staff);

Installing and configuring local and network printers and scanners for complex and wide range printing needs;

Providing desktop side and remote support to users in the new environment for printer, hardware and software applications over the phone and via remote support tools (LogMeIn and windows’ Remote Desktop Connection and vnc) escalating to application vendors help desk where issues could not be resolved within the service level agreement.

**November 2013 – January 2014: Contract Engineer for Fujitsu PLC**

**January:** Fujitsu / Whitbread Network refresh project: Working as Cisco Routers, Switches and IP phones deployment and configuration engineer at customer sites.

**Fujitsu / Wm Morrison’s PLC EPOS upgrade Rollout project. Nov - Dec 2013**

Working as Customer engineer removing Toshiba Tec ST-6500 and ST-7000 base units replacing them with new Wincor Nixdorf BEETLE base units in Wm Morrison’s stores. Also taking the ODAK touch screen controller card from the old units and installing them in the new ones. As well as replacing the cash drawer micro switches and conducting all functional tests for the new systems nightly ahead of stores opening for business the next morning.

**August 2013 – November 2013: Dell / Thomson UK and Ireland and Dell/ Reckitt Benckiser Ltd windows 7 rollout projects.**

Working for Dell on windows 7 migration projects at client sites as customer engineer responsible for building, configuring and deploying new laptops and Desktop PCs following a script prepared by the client systems architecture;

Installing and configuring local and network printers;

Providing onsite desktop side support to users following the roll out of new IT equipment;

Troubleshooting and resolving any hardware or software issues that come up after the deployment of replacement IT equipment and escalating to remote support any problems that would not be resolved at desktop side.

Adding computers on the active directory;

Recording both legacy and new equipment details for inventory purposes; ​

**June – August 2013: Computer Centre**

Worked as Customer Engineer on a window 7 migration / rollout project for N G Bailey; Responsible for laptop builds using USMT tools and a script prepared by the client’s systems architecture.

Also worked on a window 7 rollout project for high schools in and around Glasgow in Scotland;

**May - June 2013:** **HCL**

**IT Support Engineer (Help desk and DSS)** Working as a member of the **1st and 2nd line helpdesk** **support** team on a HCL/ Bradford Bingley Domain and Active directory migration project to provide helpdesk and desktop side support to users following the systems crossover. Taking user calls reporting issues and offering support over the phone and via emails as well as attending to give desktop side support where issues are not resolved by other means.

**October 2012 – May 2013: Dell UK**

**IT Support Engineer**: (for Dell UK Ltd), working on a Barclay’s Bank Desktop refresh project (nationwide) in a very customer facing role requiring excellent people skills and outstanding communication skills**.** The role involves doubling as a IT Roll-out engineer for decommissioning legacy IT equipment and then deploying new thin client PCs in banking halls and back office with face to face interaction with clients. Then providing **1st and 2nd line IT Support** for the new equipment and applications escalating to remote help desk where necessary.

Also worked onDesktop refresh project for AXA Insurance under Dell to deploy WYSE pc units following an upgrade from windows XP to windows 7 then supporting the users (floor walking) providing (DSS) Desktop Side Support to coach users as well as resolving issues related to the new IT user environment following the upgrade on a one to one basis with the IT service users at customer site requiring excellent customer service skills.

**September - October 2012:** BT Engage

**IT Support Engineer**: for BT Engage on Environment Agency house move projects where I was involved in decommissioning and re commissioning IT equipment from one building to another and providing **1st and 2nd line desktop side support** (Floor walking) to users following the new set up for network printers, network and desktop problems on windows 2000 and windows 7 OS environments for both laptops and desktop computers.

Working as a laptop build/clinic engineer involved in building laptops with windows 7 OS and migrating users from windows 2000 to windows 7 environment. A customer facingrole requiring excellent soft skills all round and outstanding trouble-shooting, problem diagnosis and fault resolution skills on the go;

**July 2012 – September 2012: Toshiba Tech (Commercial project)**

**Customer Engineer: 1st** and 2nd line on site IT support for M W Morison’s supermarket stores checkout staff on a nationwide project for the network upgrade and installation of new network printers. Troubleshooting and escalating to Help-desk where necessary problems on Catalina printers, chip n pin devices, CISCO routers and EPOS systems following the installation of new network systems to accommodate the new network printers (a product support role for cmc6 Catalina printers); briefing staff on how to use and maintain the new product in a very customer facing role under extreme pressure.

**February 2012 –July 2012: PC Call-out (Pvt) Ltd (self-employed contractor)**

**Field Service Engineer:** Attending to Desktop, Laptop repairs, printing problems, internet network installation and troubleshooting on Microsoft and Linux platforms covering Yorkshire and the Humberside home users and small to medium businesses under PC Call out Ltd on a self-employed contract basis.

**March 1997 to Sept 2008 Technical lecturer/ Trainer** A1 Assessor

Working as a technical Trainer/Lecturer and A1 assessor in a range of technical course subjects in Zimbabwe (from 1997 to 2008) and from 2005 to 2008 in the United Kingdom. Further details available on request;

**Full UK driving license** with own car and very flexible with working hours and travel;

Last CRB (October 2014); willing to have a new one

Last Scotland disclosure (July 2013) willing to have new one

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British citizen with full UK driving license

Very flexible with working hours and happy to travel anywhere; Will find own accommodation within the area if considered for roles away from home. Have done that before.

Willing to relocate or work anywhere.

**References**

|  |  |
| --- | --- |
| **REFERENCE 1** | For contracts on various contracts from 2012 - 2013 |
| Name: | Danny Parker |
| Job Title | Projects Manager |
| Company Name & Address: | Techs UK  www.techsuk.com |
| Telephone Number: | Mob-[07921 574568](tel:07921%20574568) / Fax- [0872 111 6433](tel:0872%20111%206433) |
| E-Mail: | [Danny@Techsuk.com](mailto:Danny@Techsuk.com) / [admin@techsuk.com](mailto:admin@techsuk.com) |
| Disability: | None |
| Can contact: | Yes |

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| **REFERENCE 2** | For contracts on NHS projects January 2014 to December 2015 |
| Name: | Andrew Wardill |
| Job Title | Account Manager |
| Company Name & Address: | Venn Group | 1st Floor, Fountain House, 4 South Parade, Leeds, LS1 5QX |
| Telephone Number: | T: [0113 234 6400](tel:0113%20234%206400) | F: [0113 234 6740](tel:0113%20234%206740) | |
| E-Mail: | awardill@venngroup.com |
| Disability: | None |
| Can contact: | Yes |

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| **REFERENCE 3** | December 2015 to June 2017 | |
| Name: | Nick Fournier | |
| Job Title | COO | |
| Company Name & Address: | Pelsis Ltd | Sterling House |  Grimbald Crag Close  |  Knaresborough  |  HG5 8PJ  |  UK | |
| Telephone Number: | T: [+441423 796 632](tel:01423%20796632)  | M: | [+447764 252 437](tel:07764%20252437) | |
| E-Mail: | Nick.fournier@pelsis.com | |
| Disability: | None | |
| Can contact: | Yes | |
|  |  | |
| **REFERENCE 4** | Personal/ Character Reference | |
| Name: | Christopher Sutcliffe | |
| Job Title | Former Teacher | |
| Home Address: | 28 Broad Oak | Lintwhite | HD7 5TE | Huddersfield | | |
| Telephone Number: | M | 07554886183 | |
| E-Mail: | Chris.sutcliffe@ntlworld.com | |
| Disability: | None | |
| Can contact: Yes | |

|  |  |
| --- | --- |
| **REFERENCE 5** | August 2017 to Current |
| Name: | Colin Haworth |
| Job Title | Line Manager – IT Operations |
| Company Name & Address: | Marks & Spencer DC |Unit2, | Arundel Ave | Castle Donington | DE74 2HJ | UK |
| Telephone Number: | T: 02087182058| M: 07900135483 |
| E-Mail: | Colin.haworth@marks-and-spencer.com |
| Disability: | None |
| Can contact: | After a successful interview |