**Richard Hannam**

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**Personal Statement**

As an experienced IT Support Engineer, I have a proactive approach to my work. I am hardworking, conscientious and am always willing to learn new skills and technologies. Equally comfortable working on my own or as part of a larger team, the majority of my roles have involved a large amount of customer interaction so I am comfortable communicating to a range of people, from non-technical staff to directors / senior technicians.

**Skills Include**

• Installation and Maintenance of:- Windows 95, Windows98, Windows ME, Windows 2000, Windows XP, Windows Vista, Windows 7, Windows 8, Windows Server 2003, Windows Server 2008, Windows Server 2011, Windows Server 2012, Windows Small Business Server 2003, Windows Small Business Server 2008, Windows Small Business Server 2011. Microsoft Exchange 2003, Microsoft Exchange 2007, Microsoft Exchange 2013, Microsoft Exchange 2016, Sophos Safeguard Encryption, VM Ware, Hyper-V.

• Installation and Maintenance of:- Microsoft Office 2000, Microsoft Office 2003, Microsoft Office 2007, Microsoft Office 2010, Microsoft Office 2013, Microsoft Office 365.

• Installation and Maintenance of:-Blackberry Enterprise Server, Blackberry Enterprise Server Express. Mitel 5000 Telephone System, Avaya IP Office.

• Active Directory, DHCP, DNS, Group Policy, Citrix, Terminal Services, Microsoft Cloud technologies (Azure), general routing and switching technologies, Wifi, ADSL, SDSL, Leased Lines, Cat5/Cat5e Cabling

• Backup Solutions:- Symantec Backup Exec (Versions 9, 10, 10d, 11d, 12, 12.5, 2010, 2012), Storage Craft Shadow Protect, ArcServe, Dell NetVault, Veeam.

• Installation and Maintenance of various Anti Virus products including:- Etrust, Sophos, Avast, Symantec Endpoint Security. Firewall support and configuration (Watchguard, Sophos UTM & Sonicwall).

**Work Experience**

**Senior 2nd Line Technical Support Analyst**

**Concorde Technology Group, Ossett**

**(February 2016 to Present)**

As a senior member of the 2nd Line team at Concorde Technology group. I am responsible for providing remote and telephone support to Concorde’s customer base. As a senior member of this team, I deal with escalations from other team members as well as resolving any internally logged tickets. I provide mentoring and technical support to 1st Line Analysts to aid them to resolve logged issues and gain a better understanding of those issues. I am part of the Change Management team which technically review and approve RFC requests for more complex technical changes.

**2nd Line Support Engineer**

**2 Sisters Food Group, Wakefield**

**(July 2013 to January 2016)**

I worked at 2 Sisters Food Group as a 2nd Line Desktop Support Engineer. I was part of a 4 man 2nd Line team dealing with escalated calls passed from the service desk, dealing with the company estate of 2000+ users, whilst also liaising with the Infrastructure team regarding ongoing issues and projects.

**IT Field Engineer**

**Premier Telecom (Link Telecom), Guiseley, Leeds**

**(July 2009 to July 2013)**

As an IT Field Engineer, I worked as an integral part of a 4 man engineering team responsible for our clients IT and Telecommunications systems.

My daily duties included checking the monitoring alerts received from client servers, dealing with support requests logged via the helpdesk or over the telephone, attending customer sites to resolve issues and carry out installation and maintenance work.

During my time with Premier Telecom I helped improve the service we offer by implementing a helpdesk system so our clients can log and track support requests, created a knowledge base and improved customer documentation. I was also instrumental in rolling out a remote support solution across all our clients to help improve efficiency when dealing with support calls.

The role was quite a varied role, and involved anything from PC, server builds and maintenance to full cabling installs.

**2nd Line Support Engineer**

**Spice PLC/Freedom Group, Tingley, Wakefield**

**May 2008 to July 2009**

I worked as part of the 2nd line support team, supporting all of the group’s 2000+ users over 70+ sites based around the country. We provided support for the users, servers, network, applications and peripherals. The position was split between on-site calls and remote support, and involved anything from building a PC right through to Cat5e cabling and general maintenance of the LAN/WAN. I was part of the team responsible for the backups for northern offices of the Freedom Group. Part of my daily tasks was the maintaining and housekeeping of our own servers which included file, application, backup and print servers and Citrix farms. Another major responsibility that I undertook was the maintenance of the Blackberry user base, this involved both server side and client (handset) side tasks.

**1st Line Support Engineer**

**Spice PLC\Freedom Group, Tingley, Wakefield**

**November 2007 to May 2008**

This role was completely desk based, providing telephone and remote (VNC) support for the groups 2000+ users over 70+ sites. The role involved logging the calls on our bespoke call logging system, dealing with the calls and ensuring SLA’s were adhered to. As a key member of the 1st Line team, we handled over 150 calls a day.

**2nd Line Support / Field Engineer**

**Premier IT Consultants, Cleckheaton, Bradford**

**Jan 2007 to November 2007**

This was a varied role providing IT support for companies in the West Yorkshire area. Daily tasks included checking backups, dealing with support calls passed from the helpdesk, and scheduled site maintenance and installation visits. The role involved a lot of hardware installation work which ranged from desktop roll outs, server installs and full cabling installations.

**Junior Internal Networking Consultant**

**ICM Netserv, Birstall**

**Jan 2004 to November 2007**

This role was a pre-sales technical role which involved providing quotations and specifications for network installations throughout the UK.

My main role was mainly to price and quote everything from ADSL installs to full Cat5e infrastructure. I thoroughly enjoyed this role and it gave me great satisfaction to see a project from its beginning through to its completion.

***Employment details prior to 2004 available upon request***

**Qualifications**

* MCP 70-270 (Installing, Administering and Configuring Microsoft Windows XP Professional)
* MCP 70-290 (Managing and Maintaining a Microsoft Windows Server 2003 Environment)
* Comptia A+
* Comptia Network+
* Comptia Server+
* Cisco CCNA (Expired)
* ITIL V3 Foundation
* Vodafone OneNet Installation Engineer
* Mitel Certified Associate (Mitel 5000)
* IPAF License (Expired)
* BTEC 1st Diploma – Information Technology
* GCSEs:- Maths, English, PE, Biology, History, Chemistry

**Hobbies & Interests**

I have a keen interest in sport, particularly football, I am a season ticket holder at Bradford City and attend matches on a regular basis. I have 2 young daughters and like to spend as much time with the family as I can.

**References**

References are available on request.