***SAM LUDBROOK* |** **CURRICULUM VITAE**

***PERSONAL DETAILS***

**Mr Sam Ludbrook**

**40 Netherlands Avenue** Mobile**: 07716476999**

**Odsal** Home**: (01274) 416805**

**Bradford** Email**: samludbrook@gmail.com**

**West Yorkshire**

**BD6 1EH**

***EDUCATION***

**2000 - 2003** **Thornton Grammar School, Bradford**

×10 high-grade GCSE passes (2003)

* 1. **Thornton Grammar Sixth Form, Bradford**

GNVQ in ICT

GNVQ in Business

***PERSONAL SUMMARY***

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator, can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

Now looking to further an already successful career by working for a ambitious and expanding company.

***RELEVENT EMPLOYMENT EXPERIENCE***

***Direct Voice And Data* January 2019 - Present**

**Technical Lead / 3rd Line Engineer**

AS the Senior IT Engineer I provide technical, on-site IT support to a diverse client base for a successful and growing company specialising in the delivery of tailored telecoms and IT solutions for wide variety of businesses.

My expertise help Direct Voice and Data in designing, delivering and supporting market leading solutions, incorporating all aspects of communications to businesses. I am confident working independently, aware of commercial sensitivities and identify new commercial opportunities.

Responsibilities:

* Provide day to day customer technical support providing proactive maintenance on client systems preventing unplanned outages and minimising disruption
* Continuous improvement of IT services to ensure the company retains its preferred supplier status
* Review and monitor client systems to ensure they are running well and usage is optimised
* Visit client sites to resolve technical issues
* Carry out technical audits on request
* Find potential products, evaluate and negotiate costs with suppliers ensuring best value for money
* Provide internal and external pre-sales support
* Develop technical solutions to meet client business needs
* Produce technical sales proposals, present the technical aspect customers
* Create a project plan for implementation of technical solutions for clients and manage projects through to ‘go live’, ensuring timescales and budget are met
* Support internal systems for the organisation

***Rabb IT Ltd* August 2016 - January 2019**

**Senior Infrastructure / 3rd Line Engineer**

Acting as Senior Infrastructure engineer within Leeds based MSP, Providing technical lead on Projects from design to implementation

Duties:

* Responsible for discovering & onboarding new clients. Recommending Infrastructure improvements and implementing Core services, Backup, AV, RMM, Monitoring etc Identifying Infrastructure improvements for new clients and propose Technical Projects
* Involved in the Design and implementation of new servers and Migrations
* Investigate specialist and complex IT support issues.
* Communicating with third parties
* Configuring and managing backup & restore procedures.
* Maintaining a wide range of Server Hardware and Client Sites
* Provide 3rd line support for Service desk
* Responsible for allocating work to junior staff and induction training for new staff.
* Deploying new hardware, server backups & evaluating new software & security risks.
* Re-design of client Server racks, re-patching, cable management and Network Device installation.

Achievements

* Designed and implemented a training Plan for Service desk team
* Created a Template for Client Technical information
* Completed Technical Drawings for all infrastructure and Rabb network
* Perfected the onboarding process for new customers, presenting the Technical information to the Service desk to be able to support the client from day 1 of the support contract.
* Planned and implemented a new Backup service.
* Mentoring Apprentice and junior members of staff within the service desk

***Clovertec Ltd* February 2014 - 2016**

**2nd / 3rd Line Support Engineer**

A 2nd /3rd Line support Engineer part of support team within a leading Managed Service Provider. Providing server, network, and end-user support for over 90 SME.

Duties:

* Responsible for diagnosing & resolving hardware, software & end users problems. Developing the infrastructure and systems to meet the company’s needs. Working within a TCP/IP network environment, including DHCP, DNS
* Involved in the rollout of Server updates and patches.
* Investigate specialist and complex IT support issues.
* Communicating with third party technical specialists.
* Configuring and managing backup & restore procedures.
* Maintaining a wide range of computer hardware and software programmes.
* Provide secondary support for LAN administration.
* Responsible for allocating work to junior staff and induction training for new staff.
* Deploying new hardware, server backups & evaluating new software & security risks.
* In-depth knowledge of Microsoft Windows client operating systems, XP, Vista, Windows 7,8,10 & Microsoft Office 2007, 2010, 2013, 365
* Designing, implementing and managing Active Directory
* Providing advice on selection and purchase of IT equipment.
* Building, configuration and troubleshooting of server 2003/2008/2012

***Advanced Supply Chain, Bradford* West Yorkshire June 2013 – January 2014**

**IT Support Analyst**

Acting as technical lead to identify and implement solutions to problems affecting IT

Services across 4 sites. Providing 1st/ 2nd Line and some 3rd Line support over the telephone,

Remotely and face to face to internal staff members.

Supporting all IT Services including desktop PCs, laptops, PDAs, Mobile devices, Active Directory, Exchange, IP telephony, WAN/LAN, VPN, DHCP, TCP/IP meeting room video conferencing and office printing.

Duties:

* Meeting customers face to face and handling & prioritizing problems.
* Installing and configuring computer systems using Windows Deployment Services.
* Perform routine backups & archival of files to assist with disaster recovery.
* Analyzing user support statistics/data and recommending appropriate measures.
* Answering incoming calls from clients, processing emails and logging calls.
* Following procedures/checklists and updating support documentation.
* Working with Windows servers & applications within a mixed OS environment.
* Diagnosis of desktop, application, networking and infrastructure issues.
* Experience of supporting a wide and varied client base.
* Troubleshooting PC’s, laptops and mobile devices.
* Consolidating physical servers to a virtual host

***JCT600 LTD, Bradford* West Yorkshire May 2010 – Present**

**IT Field Engineer**

Responsible for supporting the company's 36 SME dealerships at all levels as part of a helpdesk team. Ensuring that all hardware and software is configured and installed correctly.

Duties:

* Responsible for networking, design, installation and maintenance services.
* Supporting users and network administrators over the telephone and by email.
* Maintain the companies network infrastructure.
* Networking and providing support for Windows, Macintosh, Apple portable devices.
* Configuration and testing of any new hardware and software.
* Travelling to client sites to help with installs, deployment, and troubleshooting.
* Management of the daily data backup and retrieval scheme.
* Installing and operating Windows desktop and server operating systems.
* TCP/IP networking and hardware maintenance and repair.
* Training new employees.
* Assistance with training of staff and compiling procedural documentation.
* Assisting the network manager with support requests.
* Ensure computer hardware is safe & complies with health and safety legislation.

KEY SKILLS AND COMPETENCIES Excellent customer facing skills. A positive attitude towards customer service and good communication skills. Experience of Windows server 2003/2008/2012, Exchange /XP Professional /Windows 7/Windows 8/Windows 10, Office 2003/2007/2010/2013/365, VMware/Hyper-V. Ability to be clear & concise when explaining technical procedures to customers.

***Cheque Exchange,* Dewsbury West Yorkshire December 2006 – May 2010**

**1st/2nd Line Support Technician**

Responsible for the installation and maintenance of IT equipment including (but not restricted to) printers, scanners and workstations. Supporting customers using remote access technologies and also by visiting client sites. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives

**Duties:**

* Diagnosis of desktop, application, networking and infrastructure issues.
* Experience of supporting a wide and varied client base.
* Troubleshooting PC’s, laptops and mobile devices.
* Providing 1st/2nd line support to users.
* Administering the IT department’s policies and procedures.
* Installation and support of telecommunication *equipment.*
* Maintaining a log of all problems detected and system back ups.
* Responsible for maintaining backups and for project work such as new builds.
* Working closely with software suppliers to resolve operational issues.
* Responsible for supporting: Windows XP/Vista/Windows 7/ Office 2003 and 2007, Windows Server, Small Business Server 2003/2008, Active Directory management Exchange 2003/2007, Windows Mobile, Backup products, Anti-Virus products, DNS/DHCP, TCP/IP, Ethernet, wireless router and Firewall Configurations.

***Telewest,* Bradford West Yorkshire February 2004- December 2006**

**Instillation Engineer**

As a full-time engineer for Telewest, which has since been re-branded as Virgin Media, a hand’s on approach was vital. My main duties included installing broadband internet, television and telephone connections. Because my work occupied both residential and corporate properties, excellent costumer’s service skills were a must. On a daily basis I would work within people’s homes and had to ensure I maintained good professionalism, whilst still portraying a warm and welcoming nature. The laboring aspect of this role involved connecting underground cable to a distribution point on the street, lifting manhole covers, digging small areas of land and drilling specified points. My time as an engineer helped me to mature; to adapt to certain environments and work hard to get the job done.

***PEC Building Services* Bradford, West Yorkshire December 2003 – February 2004**

**Apprentice Electrician**

Whilst I was still a student, I independently arranged 12 weeks work as an apprentice electrician. At this early stage in my adult career, I wasn’t completely sure which path I wanted to take. I did however, have an enthusiastic approach to hard work and wasn’t afraid to learn new skills. My short time as an apprentice was predominantly occupied with basic laboring; I shadowed a fully-qualified electrician, giving me the chance to see at first hand, just how a successful business and individual functions.

***OTHER EMPLOYMENT EXPERIENCE***

***The Goose* Bradford, West Yorkshire (Part-Time) 2004**

Position: **Barman/ Weekend Manager**

***ATA- Builder’s Merchants* Bradford, West Yorkshire May-July 2003**

Position: **Sales Assistant**

***ADDITIONAL QUALIFICATIONS***

**Present** Leeds College

CCNA Semester IIII: Accessing The Wan

**Apr - Jun 12** Leeds College

CCNA Semester III: Lan Switching And Wireless

**Jan – Mar 12** Leeds College

CCNA Semester II: Routing Protocols And Concepts

**Sep – Dec 11** Leeds College

CCNA Semester I: Network Fundamentals

**Jun – Sep 09** Bradford College

MCDST: Microsoft certified desktop support technician

**Jan – Apr 09** Bradford College

CCNA Semester II: Working at a Small-to-Medium Business or ISP

**Jan – Jun 08** Bradford College

CCNA Semester I: Networking for Home and Small Businesses

**Jun – Sep 07**  Leeds College of Technology

Cisco IT Essentials II: Network Operating Systems

**Jan – Apr 07** Bradford College

Cisco IT Essentials I: PC Hardware and Software

**March 2004**  F.A Level 1 Certificate in Coaching Football

F.A Child protection and best practice – Workshop

F.A Emergency Aid Course

Advance skills and knowledge Areas

* Technical Support / Customer Care
* Software Installation
* Hardware Installation
* Active Directory Management
* Network Administration
* WANs / LANs
* Acronis TrueImage
* Ms Office 97/2003/2007/2010/2013
* Check Point VPN-1
* VERITAS Backup Exec
* Exchange Server 2003/2007/2012
* Security (Zonealarm, AVG, Symantec, Norton, Trend Micro etc..)
* Cisco Call Manger Console
* Sophos MDM, Encryption, Endpoint
* Altaro
* Cloudberry
* Crashplan
* Server 2008, 2012, 2016
* Unifi Router, Switches, Access Points
* PRTG
* Qnap
* Thecus
* Draytek Router
* Windows VPN
* Hyper-V
* VMware
* Watchguard
* Solarwinds RMM, Backup & MDM
* Office 365

***ADDITIONAL INFORMATION***

Currently Study towards the below certification

* MCSA 2016
* AWS Solutions Architect
* MCSE: Cloud Platform and Infrastructure (Studying)

I hold a full UK Drivers License.

My current employer requires up-to one months notice

***REFERENCES***

References and letters of recommendation available on request