**Dev Ladva**

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**Professional Profile**

A proactive and driven professional with a successful track record in IT. Technically astute, adept at providing quality 1st and 2nd line support.

**Professional Development**

Certifications: Comptia Network+

**Career Summary**

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| **Jan 2019- Present Chiltern Railways (Contract) – IT Service Desk Analyst**   * Providing 1st, 2nd and some 3rd line support to users (desktop support issues, mobile issues, A/V meeting tool issues, desk moves/setups, network patching to liven up network floor ports, tablets support, email/Outlook issues, network issues) * Took the lead in a companywide hardware refresh, moving users off Citrix onto Lenovo tiny PC’s and laptops * Implementation and deployment of VMWare Workspace ONE Enterprise MDM solution for compliance control and patch management of end user devices (laptops and desktops) * Server deployments (built domain controllers, RDP servers, Veeam backup repository servers and VPN servers) * Building new laptops/desktops via deployment system (PDQ) for Windows 10 upgrade project. * Maintaining IT infrastructure for entire office (network hardware, PCs, laptops, smartphones, tablets, VoIP phones) * Travelling to stations for configuring network and hardware for new booking offices. * Troubleshooting network issues using the appropriate monitoring tools and liaising with BT to resolve the issues at sites. * Logging all calls into the Cherwell ticketing system and taking ownership of user problems * Creating support documentation/knowledge base articles for users onto Sharepoint for example on how to look out for phishing emails. * Basic Active Directory knowledge; create/delete user accounts, reset passwords, create groups etc. * Manage/set up mobile phones using the Mobile Device Management tool   **Nov 2018- Dec 2018 The Premier League (Contract) – IT Technician**   * Providing 1st and 2nd line support to users using ITIL support processes in a corporate environment. * Call logging on ServiceNow system to ensure all tickets are logged and tracked from the start to finish. * Liaising with third party suppliers for ordering hardware such as Surface Laptops and other peripherals. * Monitor and manage IT stock by documenting stock, keeping track of current and/or disposed hardware and loaning out stock to users. * Setup and configuration of all new/current users in Active Directory, including security and distribution groups, general user information and user attributes for synchronisation with Office 365. * Updating the IT knowledgebase on SharePoint. * Daily monitoring of network (backups success, servers, servers hosting bespoke applications and anti-virus).   **July 2018- Oct 2018 Hitachi Rail Europe (Contract) - IT Support Engineer**   * Providing 1st and 2nd line support to users using (desktop support issues, mobile issues, audio/visual meeting tool issues, desk moves/setups, network patching to liven up network floor ports, email/outlook issues and network issues). * Assigning helpdesk tickets to engineers across the UK via ServiceNow. * Imaging of desktops & laptops (install custom Windows 7 & 10 operating system images on all current/new laptop PCs via Windows Deployment Services). * Carry out IT Inductions and setups for new users (Introduce IT team to new user, assign user required devices and talk through usage policy and setup). * Creating and managing distribution groups with Exchange Online PowerShell. * Updating and creating documentation for the in-house Wiki. * Complete projects assigned by IT manager (network switch firmware upgrades, email mailbox migration from Exchange to Office 365). * Build and configure Windows servers (2008 R2 and 2012 R2) for existing/new service implementation e.g. additional read-only domain controller, print server, file server, DHCP server, Exchange Server, SCCM Server.   **Jan 2018- Mar 2018 MONSOON ACCESSORIZE (FTC) - Service Delivery Analyst**   * Providing 1st and 2nd line support to users using ITIL support processes. * Reviewing and resolving helpdesk tickets via SiteHelpDesk with urgency and prioritisation. * Administering Starters and Leavers processes. * Supporting of all technology platforms and services including; desktop computers (PCs and Macs), Avaya telephone systems, mobile devices (iPhones), laptop devices (Dell and HP), Xerox printers, administering the Mail Security Gateway (Mimecast), Office 365 and administration of Sophos Anti-virus. * Deploying Windows 10 onto laptops/desktops via SCCM. * Assisting users with Desk Moves and weekly floor walking. * Remotely supporting users across the UK with TeamViewer/VNC/Dameware. * Email mailbox migration from Exchange to Office 365.   **Apr 2017- Oct 2017 Travelled to India**  **Nov 2016- Apr 2017 SPORTS INTERACTIVE LTD (Perm) - IT Support Technician**     * First and Second line technical support for all 130 employees. * Reviewing and resolving helpdesk tickets via Samanage. * Assembling, installing and deploying high end Gaming PCs/laptops. * Windows 10 upgrade for all user hardware via clean installation. * Troubleshooting issues with hardware, software, network, A/V boardrooms. * Providing support for printers, scanners, projectors and other peripheral equipment. * Basic user administration for Windows Active Directory and Exchange 2016. * Providing application and networking support for Windows/Mac/Linux machines. * Build, Maintain & Troubleshoot all Virtual Machines with VMware vSphere. * Maintaining system backups with Veeam. * Supporting new hire setup, office moves and replenishing IT stock from third-party supplies. * Managing and updating all spreadsheets on IP address management, budget, purchasing and licensing spreadsheets. * Installing and supporting MS Office and other desktop applications. * Supporting remote users in US & Australia via TeamViewer and Hipchat. * Liaising with HP and Dell engineers for software upgrades and faulty hardware such as PC motherboards and graphics cards. * Assisting the IT security team at Sega with patching vulnerable software and hardware running old operating systems. * Upgrading all non-testing hardware to Windows 10 and encrypting via BitLocker. * Travelling to Sega head office to assist with any ad-hoc IT and/or facilities projects. * Creating self-help documents for all company applications.   **Oct 2014 – Sept 2016 CENTRY SERVICES LTD (Perm) - Junior Infrastructure & Helpdesk**  **Analyst** |  |
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* As part of the Infrastructure Team supporting up to 600 users on a day to day basis, via face to face, remote support, incoming emails or telephone calls.
* Microsoft Server 2003/2012
* Installing/configuring new desktop PCs, laptops, tablets or replacing old equipment.
* Troubleshooting issues with users who are logged onto Citrix servers.
* Active Directory – creating users, managing user permissions and making sure users are in the correct organisation & security group for access to correct network drives. Setting up new users and disabling expired accounts in line with HR obligations.
* Operating efficiently inside a TCP/IP network environment, including DHCP, DNS and Ethernet.
* Microsoft Exchange 2010 – Creating Distribution Lists and Shared Mailboxes.
* Supporting and configuring Axel and IGEL thin clients.
* Carefully organising and overseeing backup and restore procedures.
* Supporting of MS Windows operating systems – XP, Windows 7,8,10 and MS Office 2013.
* Precisely updating self-help documents on Intranet to help users can solve their own problems.
* Thoroughly analysing and repairing faulty IT equipment.
* Using Cisco telephone system - assigning users with extension numbers, Adding users to Hunt groups / Pick up Groups.
* Performing call log analysis to identify common trends and underlying issues
* BES Administration of company Blackberry’s andconfiguring the email client on different mobile devices (Android & iOS).
* Patching network and phones, creating and maintaining Excel Spreadsheets for IT purchasing and licences.
* Travelling to remote offices when LAN connection is down or issues with hardware.

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| **Aug – Sept 2011** | **STATE BANK OF INDIA - Junior Associate (Paid Internship)** |
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* Proactively obtained valuable experience in various departments.
* In the Trades Dept., provided team administration, filed SWIFT messages and Negotiated Trade paperwork.
* Prepared payments under Buyers Credit, diarised the follow up recovery of payments of interest.
* Prioritised Post Room tasks, guaranteed prompt SWIFT message distribution.
* Accurately sorted all outgoing mail to correct recipients, ensured they were franked correctly.
* Responsibly monitored stock room inventory and oversaw stock levels for IT equipment.
* Within the HR Dept., organised/posted employment contracts, filed bank staff personal records, photocopied contracts.
* Gained Product Marketing experience, collaborated with the Consumer Wealth Product Marketing Manager on a PowerPoint presentation.
* Successfully devised and implemented a spreadsheet to monitor staff attendance.

**Education and Qualifications**

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| **BSc:** | Business Computing (2015)  *University of Staffordshire, UK* |
| **3 A-Levels** | Including Business Studies, Sociology, and Biology (2011)  *Eden Independent School, Northolt, UK* |
| **3 GCSEs** | Including Maths, English Language, Hinduism and Physical Education  *Claremont High School, Kenton, UK* |
| **2 IGCSEs** | Including Biology and Chemistry |
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| **IT Proficiency:** | MS Office Suite, Windows Server 2003/2012 R2, Active Directory, Windows XP/7/8,10, VPN and Citrix XenServer/Desktop, Anti-Virus Configurations (Sophos), Password Safe, McAfee, LAN/WAN Technology, Citrix Director, Exchange 2010/2016, VMware ESXi |
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