**Matt Sampson**

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Personal statement

A conscientious and personable individual with extensive experience in IT and mobile device support; recently qualified in ITIL v4 foundation, I am always looking to gain experience and knowledge of IT practice and infrastructure. I have excellent communication skills both written and verbal. I have a degree in art and design and provide artwork for an independent record label. I also hold aspirations to write creatively in a professional environment and am currently studying creative writing at the Open University.

Key Skills

* 70 words per minute typing
* Extensive experience of IT Desktop support managing cloud based virtual desktop infrastructure
* Extensive experience providing 1st and 2nd line support for both hardware and applications to all levels of staff and senior management
* Proficiency in most areas of Microsoft Office, Office 365, Sharepoint, Active Directory, SCCM, ActiveRoles, Citrix DSC, Windows Server 2008 R2, 2016, ServiceNow
* Ability to work on own initiative or as part of a team.
* Excellent written and verbal communication skills; currently studying Creative Writing at the Open University.
* Experience in Adobe Photoshop producing published artwork and design.

Employment History

2nd Line Support Analyst, Viapath, London

(April 2015 – present)

Achievements:

* Received several company awards for outstanding customer service, collaboration with other teams in an emergency and going the extra mile
* Supervised third party supplier during the migration of over 800 workstations to Windows 10 over 48 hours and provided live floor support to users following and during the upgrade
* Facilitating ongoing migration to virtual infrastructure for all departments in corporate hub

Responsibilities:

* Provide second line on-site and telephone support for five sites including out of hours support
* Support all standard Microsoft desktop and server application stacks by means of telephone, remote software or desk-side visit.
* Support Microsoft desktop operating systems (Windows XP, 7 & 10) and various mobile operating systems (iOS, Android)
* Install, configure, and support PC’s, laptops and all peripheral devices.
* Undertake support and project work at remote sites within the Viapath group as required.
* Provide LAN / WAN support on the Cisco platform
* Log, monitor and update calls on Servicenow helpdesk system – ensure users are kept informed on long running calls. Ensure that all assigned calls are updated by the end of the working day.
* Perform Daily Operational checks and tasks and escalating to other teams within IT or 3rd parties where necessary
* Liaise with third party suppliers to resolve issues
* Carry out restores of data from the backup systems
* Alert IT Management to significant issues.

Service Desk Analyst, Affinity Sutton, Bromley

(January 2015 – March 2015)

Achievements and responsibilities:

* Provide first line desktop support, trouble shooting and advisory service for employees and over several spoke sites using virtualised Citrix farm with at 90+% success rate in closing calls
* On-site hardware support
* Mobile device support (Blackberry, Apple, Android) and server-based device maintenance (SOTI MobiControl, BES)
* Use of Microsoft Active Directory and ActiveRoles to maintain network accounts, Group Policy, etc
* Use of Hornbill Supportworks to log and close calls
* Tasked with writing a new department mission statement

Executive Support, Research Now, London

(3 week temporary role - November 2014 – November 2014)

Achievements and responsibilities:

* Provide executive support to project managers
* Proficiency in various market research software including ConfirmIT and Compass
* Extract client information from database for future surveys
* Assist in preparing and managing client’s market research projects
* Prepare and check market research questionnaires for public use
* Monitor the progress of projects and updating Project Managers/Senior Project managers and or clients

I.T. Helpdesk Support, The Doctors Laboratory, London

(August 2002 – September 2014)

Achievements and responsibilities:

* Maintain and implement automated results service where confidential data is sent securely to clients via email, fax and FTP data transfer (includes liasing with practice management providers such as DGL, CrossCare, MeddBase)
* Maintain company mobile telephone/device/data contracts and support for these devices (including Blackberry and Apple devices)
* Provide first line desktop support, trouble shooting and advisory service for all ICT users throughout the company and spoke sites
* Maintain company telephone network (Mitel VOIP)
* Assist with the support of Citrix applications and infrastructure using Citrix Access Management Console
* Repair equipment in a timely manner and, if necessary, liaising with suppliers/manufacturers to arrange emergency repair of company ICT equipment
* Control of company email addresses and passwords through Microsoft Active Directory
* Control of email encryption using Symantec Encryption Management
* Provide support for all queries related to Winpath LIMS software (including account maintenance, security access) and interfaces for automated laboratory analysers.
* Implemented a change of company mobile device/data supplier
* Maintain server based (BES) and cloud based (Divide) mobile email service
* Devised an indexing system for all mobile device/data users
* Fire warden duties

MLA, The Doctors Laboratory, London

(August 2001 – August 2002)

Achievements and responsibilities:

* Receiving, identifying and preparing all incoming samples for analysis
* Data entry of patient demographics and test information
* Assisting with initial enquiries from doctors and laboratory staff
* General filing and clerical duties within department including scanning request forms
* Maintenance of automated results fax service

Medical Lab Assistant, St Thomas/Guys Hospital, London

(Jan 2000 – July 2001)

Achievements and responsibilities:

* Receiving, identifying and preparing all incoming samples for haematology analysis
* Adding samples to analysers and manually aliquoting samples for further analysis
* Data entry of patient demographics and test information
* Assisting with initial enquiries from doctors and laboratory staff
* General filing and clerical duties within department including scanning request forms and filing pathology results for GP clinics
* Implementing supplies requests for on-site clinics and GP clinics

Medical Lab Assistant, Kings College Hospital, London

(September 1999 – Dec 1999)

Achievements and responsibilities:

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* Reception of incoming samples
* Telephone support for doctors and surgeries inquiring about results
* Data entry of highly confidential patient information

Qualifications

ITIL v4 certification

(May 2019)

# ITIL Foundation Certificate in IT Service Management

Microsoft certification

(August 2018)

# MTA: Networking Fundamentals 2018

**BCS, The Chartered Institute for IT**

(August 2018)

BCS Level 3 Award in Cloud Services

BCS Level 3 Award in Networking and Architecture

BCS Level 3 Award in Mobile and Operating SystemsBCS Level 3 Award in Coding and Logic

BCS Level 3 Award in Business Processes

Open University

(October 2014 – June 2015)

AA363 Advanced Creative Writing (level 3) – 70% (Grade 2)

(October 2014 – June 2015)

AA215 Creative Writing (level 2) – 86% (Distinction)

(October 2013 – June 2014)

AA100 The arts past and present (level 1) – 78%

University of Portsmouth

(September 1996 – June 1999)

BA (Hons) – Art, Design & Media: Illustration – 2:2

**Camberwell College of Art**

(September 1995 – June 1996)

Foundation Diploma of Art with Merit

Dulwich College

(September 1993 – June 1995)

A-levels**:**

* English Lit – B
* Religious Studies – C
* Art – D

(September 1991 – June 1993)

8 GCSEs, grade A-C, including English, Art, Religious Studies, French, Maths

Hobbies & Interests

In my spare time, I provide designs and artwork for t-shirts, posters and record inlay sleeves for an independent record label.

I have booked and promoted regular events all over London for independent bands, including a charity fundraiser for the Filipino victims of Typhoon Haiyan. I have competed twice in white collar boxing matches in aid of the Help for Heroes charity.

I enjoy travelling when possible and spent two months in South East Asia in 2012.

I enjoy reading fiction and non-fiction and one day hope to use my own writing skills creatively.

I completed a Level 1 course in Arts and Humanities and Level 2 and 3 courses in Creative Writing at the Open University.

References

References are available upon request.

**Employer reference:**

Neha Mahendru - [neha.mahendru82@gmail.com](https://mail.gstt.nhs.uk/owa/redir.aspx?C=2njAT1H3YAdyFJnNd7CHd1Y74Y94-eOPGfd_c5etMgZ2l0N7aITWCA..&URL=mailto%3aneha.mahendru82%40gmail.com)

(former) IT Servicedesk Line Manager, Viapath

9 Kings Head Yard, London SE1

Barry Johnson – [barry.johnson@affinitysutton.com](mailto:barry.johnson@affinitysutton.com)

IMS Support Desk Team Leader, Affinity Sutton

Maple House, 157 – 157 Masons Hill

Bromley, BR2 9HY

Alan Smith – [alan.smith@tdlpathology.com](mailto:alan.smith@tdlpathology.com)

IT Director, The Doctors Laboratory

60 Whitfield St, London, W1T 4EU

**Character reference:**

Claire Fothergill – [claire.fothergill@tdlpathology.com](mailto:claire.fothergill@tdlpathology.com)

IT Helpdesk Manager, The Doctors Laboratory

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