**GENESIS GAMRA**

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# QUALIFICATIONS

**UNIVERSITY OF WESTMINSTER**  **London, UK** Bachelor Degree in Computer Science (BSs Hons Information Systems 2:2) 2007-2012

**IT-Specialization**: 1st - 2nd 3rd Line - Front Office Support – Desktop Support - Trade Floor Support – Networks Systems Administration

**BARNET COLLEGE London, UK**

IT HE Diploma (69 credits, 60 credits at level 3) 2006-2007

**SOUTHGATE COLLEGE London, UK**

GNVQ ICT Intermediate (Merit) 2003-2006

GNVQ ICT foundation (Distinction)

# EXPERIENCE

**TRADE FLOOR SUPPORT ANALYST - VIP Canary Wharf, London Credit Suisse AG Capital Markets – Cabot Square -** Contract November 2018 - Present

*Working within Front Office Trade Floor Support Team providing 2nd-line technical support for the Global IT infrastructure supporting Traders, VIP’s and Executives 6000+ users, diagnosing and resolving market data software issues for a mixed Windows 7 and Windows 10 environment.*

* Respond to logged incidents placed on (Service Now) & respond to in-house artificial intelligence support system.
* Providing support to the trading infrastructure, Equities & Fixed Income on all matters affecting trader applications.
* Provide fault analysis on market data & electronic trading applications, Reuters, Bloomberg, Factset, and ICAP.
* Supporting pricing applications, Excel macro’s, Add-ins, Java control, Firewall & application dependencies.
* Running diagnostics & troubleshooting network bottlenecks affecting launch & speed of trading applications.
* Supporting Microsoft technologies, Active Directory, desktop security, Windows policy & networking essentials
* Support Bloomberg keyboard configuration, Biometric, Finger reader, licence registration and Bloomberg Terminals
* Install & manage Excel COMS Add-ins, Bloomberg, Thomson Reuters, Reuters Data Stream and Real Time.
* Supporting user with Microsoft Office Suite, Outlook, Excel, Word, PowerPoint and Skype for business.
* Supporting Excel functionality, Active content, Market Data Feed and in-house developed quants Add-ins.
* Supporting clients Oracle setup, Visual Studio, SQL database errors, system variables and environment path set.
* Supporting hosted desktop environments including Virtual Desktop Infrastructure, Citrix Server & Citrix Xen Desktop.
* Supporting Windows 7, Windows 10, Microsoft Exchange, RSS Feeds, Shared Mailboxes, Calendar and Delegates.
* Checking functionality of users Network printers, IP phones, Telephone headsets, Speaker Bus & Dealer board lines.
* Supporting mobility and remote working solutions RSA, iPad, iPhone, Apple Mac, Blackberry and Windows devices.
* Effectively communicate with support teams and users at all levels including VIP’s and Executives platinum users.
* Successfully addressing issues affecting Requests, New joiner accounts, Home drive access and software permissions.
* Provide subject matter knowledge to new starters, software installation & ensuring satisfactory on-boarding from TFS view.
* Monitor trader desktop performance using domain controller tools, monitor resource usage and critical system state.
* Monitor executive telephone hotline, Email inbox and other communication tools where required at any time.
* Proactively monitor call queue in SNOW and attempt immediate communication and resolution within defined SLAs.
* Taking ownership, building trusting association with stakeholders and service delivery on opened & on-going incidents.
* Escalate incidents to appropriate teams and follow up on progress for firewall change requests and urgent user needs.
* Providing excellent customer-facing interpersonal and communication skills within the trading floor environment.
* Proactively communicate & deal with issues relating to HR, Intranet access, certificates and IT management at all levels.
* Exposure to Active Directory, Networking, VSphere, Desktop Director, SCCM, Reporter Tools, Domain Controllers.
* Handover to, and receive handovers from, the Trading IT teams in the other regions undertaking ad-hoc infrastructure remediation work as directed.

**NETWORK SYSTEMS TRADE FLOOR SUPPORT ANALYST Warren Street, London Santander Global Corporate Banking – Triton Square -** Contract  May 2015 – Nov 2018

*Working in a dynamic Trade Floor Support team focusing on day-to-day front office support & Network Systems Administration to front office, Rates and FX Traders in a Windows 7 / Office 2010, MS exchange, SCCM, Active Directory environment.*

* Provided 1s 2nd & 3rd line technical support to finance and broker clients on the Trading Floor.
* Provided technical support to classified LIBOR, Rates and FX traders.
* Responded to incidents via the support mailbox, telephone and remedy system.
* Application support & troubleshooting on Real-Time systems i.e. Bloomberg, Reuters, Murex, Abacus, 360T, Mercury, QL, Fidessa, Markit-Wire, Broker-Tech, ICAP, ION etc.
* Resolved issues involving all FX applications, pricing error, java fail, firewall blocks, system crash, launch errors, Excel feeds, Bloomberg add-ins, Reuters heartbeat, DACS and Real-Time.
* Provided remote support to users in Spain, Portugal & the USA solving incidents involving remote access, security groups, network authentication, user accounts, VDI’s. WebEx and Microsoft office applications.
* Supported the full desktop environment, mobile devices and core Windows features and applications.
* Supported audio and visual systems in the meeting rooms, including video conferencing, audio conferencing and projectors.
* Provided application support for mission-critical trade capture systems i.e. Murex Europa, Murex Prod & Murex FX FI.
* Managed incoming requests i.e. Exchange mailboxes, distribution groups, mail flow delivery, network drive access and local administrator privileges via Exchange Server 2012.
* Delegated Outlook shared mailbox permissions i.e. Send As and Full Access to calendars for VIP support teams.
* Enforced PowerShell commands for complex requirements and task automation.
* Troubleshoot problems and identify solutions working with corresponding teams to promptly resolve complex requirements i.e.

Compliance, Networks, ITS Control, Wintel, Platforms, Market Data, IT Risk, Technology and Operational Risk.

* Took ownership of user needs and providing quick resolution turnaround for urgent and technical business requirements.
* Performed start of day checks, Trade Floor Cameras, Media Player Channel Services and Reuters.
* Participated in morning conference calls and raising attention to major incidents providing clear coverage, updates & status.
* Acted as a liaison between traders and application vendors for critical issues with system malfunction and platform access.
* Managed and participate in weekend desk moves decommission and reconfigure trader specific setups, monitors, desktops, Bloomberg keyboard and terminals.
* Supported and advice users on business processes, system access, accounts management & procedures.
* Provided iPhone support, Blackberry activation, and provisioning.
* Partook in Network Isolation testing, application testing, network connectivity testing
* Recorded outcomes of events and logs and providing after change support to end user.
* Worked with Active Directory, Exchange Management console, Exchange management shell, McAfee Encryption, Air Watch, Safenet Remote Access System and SharePoint Systems.
* Observed rigorous SLA’s including providing ETA’s for a highly demanding service.

**IT DESKTOP SUPPORT ENGINEER Canary Wharf, London Barclays Capital Bank – North Colonnade** - Contract May 2014 – May 2015

*Worked as a part of Hewlett Packard CDS technical support team to ensure technical administration of tasks are completed on time and in line with agreed SLA's responding to calls and tickets for front office and middle office end user, raising resolution for incidents, Installation, Moves, Add and Change requests.*

* Providing technical hardware support for traders and middle office end users.
* Investigating, diagnosing and resolving incidents following ITIL framework.
* Prioritize & respond to incoming support tickets via Service Now.
* Configure multiple trader screens for terminals and desktops usage.
* Testing of customer virtual desktop infrastructure profiles & applications.
* Install, update & configure FX trader software’s Bloomberg & Biometrics.
* Complete physical hardware changes & upgrades, graphic cards, RAM, system boards.
* Install Trade Floor PC's, screens, cameras, printers, KVM switches & peripherals.
* Co-ordinate & schedule new joiner requests with supporting teams, including the hardware & software
* Manage & Installation predefined desktop equipment i.e. Z600, Lenovo C30 & C20.
* Provide solution for break fix incidents & technical issues.
* Troubleshoot Cabling & IP Addressing.
* Establish internet connections/routers /switches trouble shooting LAN/WAN.
* Installing trader desktops in multiple requested desk locations.
* Deploying pre-defined build images & hardware types.
* Perform desk surveys & gathering requirements for new joiners, travellers and relocating users.
* Perform customer acceptance testing.
* Establishes a good working relationship with customers & other professional.
* Work to stringent SLA's ensuring that all incidents are completed on time.
* Escalating any issues to relevant support teams.

**IT DESKSIDE SUPPORT ENGINEER East Sussex, Brighton**  **American Express Bank - Amex House** - Contract Feb 2014 – May 2014

*Worked as a part of Hewlett Packard CDS technical support team on a large scale refresh project moving American express service infrastructure from Windows XP to Windows7 providing desktop support to users, client side leads technical support staff and external suppliers*.

* Undertook Desktop, Laptop hardware Builds, Imaging, & configuration within build centre.
* Executed software package installation, testing, evaluation and problem solving.
* Troubleshoot & resolve build failures & OS Deployment failures.
* Travelled as required to perform regular responsibilities/duties i.e. build, configure & hardware deployment.
* Undertook Desk-Side Installations & Configurations for office & home user applications.
* Installed and configure HP Network devices Managed access to user Network Drives.
* Performed multiple site BAU post deployment support taking ownership of end user support requests & resolved hardware
* & software user needs.
* Executed data backup & restore of Application docs i.e. Avaya, Galileo, Saber Red, & Amadeus.
* Supported Office 2007/2010, Outlook profile creation, mailboxes sharing & configurations.
* Installed & configure desktops, laptops, VDU and docking stations.
* Supported users with use of Microsoft Office Communicator / Microsoft Lync.
* Maintained confidentiality with sensitive internal and external information.

**IT DESKSIDE SUPPORT ENGINEER St Pauls, London Bank of America - Merrill Lynch** **Corp** - Contract Sept 2013 - Feb 2014

*Worked as a part of Hewlett Packard CDS technical support team for a global (EMEA) project and supported the migration of high-end financial service clients in the cooperative banking sector over from Windows XP to Windows7 providing 1st and 2nd line support for end users in a trade-floor environment.*

* Installed, upgraded, configured Windows 7 desktops.
* Desk-side Install & configuration of user specific Apps, Excel add-ins GDA, Oracle Essbase, RamRox.
* Supported financial and market data products i.e. Bloomberg, Reuters, FX Risk Engine, Risk Viewer.
* Desk-side Manual & USMT backup /restore of user files.
* Desk-side Migration & support of MS Outlook Data Files 2003, 2007 & 2010.
* Desk-side Migration of user online & virtual applications.
* Installed & configured Network & standalone lotus note Printers.
* Mapped & Managed network drives.
* Imaging New PCs & Laptop using SCCM.
* Managed Remote Desktop connectivity.
* Configured users VPN remote access client & certificates.
* Break/Fix all applications including financial, office, mail, graphics, and software packages.
* Executed Ram & Graphic upgrades.
* Provided remote technical support and assistance.
* Diagnosed hardware faults and provided fault resolutions.
* Installed applications & packages via SM Tools & managed Bit Locker Encryption & Recovery keys.
* Executed DVI & VGA VDU multiple screen configurations and installations for end users.
* Executed desk-side surveys and gathering user requirements, critical application list and host data.
* Deployed, Installed and tested desktops, laptops, network access & applications.
* Managed asset deliveries, collections and storage.
* Floor walked VIP users providing installation, move, add or change support.
* Managed technical documentations & participated in team meetings & daily refresh activities.

**IT DEPLOYMENT ENGINEER - APPLE MAC & WINDOWS 7 Russell Square, London Independent Television - ITV Plc -** Contract Sept 2012 - Jan 2013

*Worked* *within the Accenture Team on a large scale Apple Mac deployment role in a multi-team environment providing a technical input in rolling out a workplace refresh project across the business by refreshing users with Apple Mac computers but also providing a Windows 7 PC where necessary.*

* Deployed Operating systems Images on iMac computers from a Mac server.
* Deployed Windows 7 Operating systems Images on Dell & HP PC’s from external HDD.
* Carried out Windows 7, Mac Air & Mac Pro profile administration, security, encryption & updates.
* Joined desktop to Domain & managed Windows 7 group policies.
* Manages folder access rights & Windows 7 services.
* Installed software packages & core Apps - including MS Office 2010.
* Edited group policy for user accounts, applications & AD groups.
* Setup Symantec Enterprise Protection and updates.
* Upgraded PC hardware & equipment replacements & removals i.e. Monitors & PC systems.
* Installed Network Interface Cards, performed driver updates & Set up Wi-Fi access connection.
* Diagnosed peripherals, system errors & configuration issues.
* Execute old peripherals, keyboards, mouse, cables and old PC’s removals.
* Interacted with PC users on floors to document requirements for deployment analysis.
* Trained internal project team on build processes on Mac and Windows PC.
* Prepared assets for disposition & transported equipment between multiple facilities.
* Disk wiped all old equipment’s i.e. desktops & laptops.

# ADDITIONAL

**Certifications: MCP -** Networking Fundamentals: Exam 98-366 MTA - Windows Server Admin Fundamentals: Exam 98-365

**MTA** - Security Fundamentals: Exam 98-367 MTA - **MOS** Microsoft Office Specialist - **ITIL**® level 2

**ICT** Professional Competence Diploma – Level 2 - **ICT** Systems and Principles for IT Practitioners – level 2

**Skills:** DHCP, TCP/IP, DNS, IP, Bloomberg Terminal, Bloomberg Professional, Software Deployment, SCCM,

MS Exchange, Active Directory, Outlook Features, VM Ware, iPhone, Pilot Testing, Blackberry, Factset,

Network Drive Access, Remote Access, Network Administration, IP Reservation, PowerShell, Excel Add-in,

Thompson Reuters, Fiddessa. Murex, 360T, Abacus, Alliance Workstation, Markitwire, Dowgate, ION,

Global Business Objects, Essbase, Notepad++, Recovery, Registry, Java, Windows 7, Windows 10, Wi-Fi,

Microsoft Office 2010, SSL VPN, VDI, Proxy Server, Symantec, McAfee, IP Phones, VOIP, Desktop Director

Apple Macintosh, Build Management, Network Testing, Telnet, Bloomberg Price Link, Citrix, Office 365

**References:** Available upon request