**David Doctrove**

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I am currently looking for an organisation that will allow me to use my skills, personality and enthusiasm to the full, while providing new challenges and opportunities for growth. I consider my strengths to be my practical working experience coupled with my ability to work effectively with little supervision. I am a results-oriented professional, and I enjoy challenging work. Varied working experiences in both full-time and contract basis (Private and Public Sector) employment have helped me to develop my leadership, project management, organisational, interpersonal and third party liaison skills. This, together with a good understanding of current systems technologies, has resulted in me completing many successful assignments and projects. I am a technical person I am also extremely approachable and enjoy helping and training people in order for them complete their desired tasks. At present I am studying for my Internet security exam

[CompTIA Security+ SY0-501](https://thetrainingportal.org/eco_player.php?id=2190) in my spare time.

**June 2019 – To Current The Hyperion Group Senior Desktop Support Engineer**

Areas of responsibility/Duties

My duties encompass the following but is not limited to the points below:

* Migrating Windows 7 to Windows 10.
* Running and covering the Computer Drop-in Centre were users can get help and support on any issues regarding any mobile devices.
* Working closely with the Desktop Support Engineer Manager to oversee the day-to-day running of the IT Desktop Engineer team.
* Deliver desk side technical responses to IT related issues to key personnel across a number of their London based office locations.
* Working close in conjunction with the IT Service Desk team.
* Ensure that any IT support solutions that require ‘hands-on’ assistance are delivered in a timely, professional and courteous manner.
* Pro-active floor walking activities as part of a visible value add service.
* Deliver technical guidance to engineer staff.
* Ensure IT builds are delivered accurately and consistently taking into account, the agreed company build specifications.
* Manage & develop engineer staff to help ensure that they remain in line with IT progress and developments.
* Co-ordinate 3rd party hardware repairs and maintenance where problems cannot be resolved in house.
* Ad-hoc project work as required by Desktop Support Engineer Manager.
* Strong prioritisation skills and ability to follow process.
* Effective problem-solving skills based on clear reasoning and sound rationale.
* Work pro-actively, under pressure and independently with minimal direction.
* Remain compliant with FCA requirements at all times.
* Obtain appropriate approvals to ensure compliance with company policy, procedures and regulatory requirements/rules, with

regards to data protection, money laundering, etc.

* Maintain accurate records and deal with correspondence appropriately.

Supported Software Office 365, Office 2016, Adobe, Microsoft Exchange, Active Directory (ARS), VMware Lync Zoom, SOB, Microsoft Server 2008/2012/2016, Bespoke Software Citrix Apple Devices, SharePoint, SCCM, Windows 7-10, Incident and Change Management, VPN, MDM, Service Now (Helpdesk) Condeco (Room Booking), Epos Now, IBM Lenovo, HP, Surface Pro, Tablets, IPhones. ISP O2 Vodaphone

**May 2019 – June 2019 Anheuser-Busch InBev (AB-Inbev) Onsite 2nd Line Desktop Support Engineer**

Areas of responsibility/Duties

* Migrating Windows 7 to Windows Laptop
* Active directory Administration
* Exchange Administration
* Windows Server
* Network patching
* Software patching
* Logging tickets, keeping calls up to date and resolving tickets
* Troubleshooting and resolving 1st/2nd line desktop issues
* Taking ownership of incidents and service requests
* Analyse issues/queries and provide solutions in a realistic time frame adhering to SLA’s
* Configuration Mobile Devices Android and IOS Apple
* Liaising with third party Supplier ISP both Vodafone and EE
* Looking after conference rooms devices.

Supported Software Office 365, Office 2010, Adobe, MS Exchange, Active Directory, VMware vSphere, Lync Zoom, TeamViewer, SOB, Microsoft Server 2012,2016, Bespoke Software.INM Lenovo, HP, Surface Pro, Tablets, IPhones.

ISP-EE, O2

**October 2018 – April 2019 ITS Ltd Technical Support Engineer (2nd Line)**

Areas of responsibility/Duties

My duties encompass the following but is not limited to the points below:

* Supporting software and hardware to a large international customer base.
* Working on the helpdesk providing technical support by telephone, email, remote assistance and onsite visits where required.
* Being technical escalation point for first line support team.
* Liaising with supplier support teams.
* Occasionally travelling to customer sites in UK.
* Troubleshooting and replicating customer issues in-house in virtual test environment.
* Supporting the ITS company network and assisting internal users with IT issues**.**
* Imaging Laptops for deployment.
* Liaising with 3rd party business solutions.
* Working both remote and internally.
* Supporting Apple products Mobile and Smartphone configuration
* Administrating AVG Console for updates and deployment on all internal Laptops and PC’s.
* Supporting IOS Mobility print.
* Certified in PaperCut 2019.

Supported Software Office 365, Office 2010 - 2016, Adobe Creative suite, MS Exchange, Active Directory, Auze, VMware vSphere, PaperCut Equitrac, Lanschool, MyPC, TeamViewer, SOB, Microsoft Server 2012,2016. Hp, Dell

**July 2016 – October 2018 Benoy Ltd Desktop Support-Network Server Support**

Areas of responsibility/Duties

My duties encompass the following but is not limited to the points below:

* Network Desktop Server support for London Head Office and London satellite office studios.
* Working both remote and internally.
* Imaging PC’s Laptops and all electronic company devices.
* Looking after all VC equipment.
* Purchasing Upgrading all PC’s and laptops and mobile devices.
* Administrating and migrating users onto Office 365.
* Managing starters and leavers permissions and groups within AD.
* Supporting servers and connections to Company head office in Newark.
* Supporting all MFD’s printers, plotters and 3D printers
* Liaising with 3rd party business solutions for POE switches and AP solutions
* Checking licences for applications used by the company and purchasing upgrades when necessary.
* Designing and implementing a rendering farm for rendering presentations.
* Decommissioning offices at project end and redistribute equipment to other offices.
* Maintain office asset list of IT Equipment and manufactures warranties.
* Managing satellite offices - (Ropemaker) London - (Los Angeles, CA, USA) – (Aldersgate)London.
* Connecting satellite offices with full connectivity to head office and global sites.
* Allowing network connections and VC connections both internally and externally.
* Liaising with building facilities manager.
* Leasing with BT for Offices connections.
* Setting new Global telephone system and decommission of old outdated system.
* Purchasing headsets and handsets for new telephone system being the company support person for new system be used globally and arranging training for all receptionists for new console and training staff.
* Configurating all new handsets and headset to be used (Softphone) and all mobile devices to be connected to new system.
* Purchasing and testing and implementing new upgraded equipment for the new sites for client VC conferencing and office presentations
* Provide advice and assistance in the procurement, provision, delivery, installation, maintenance of IT systems
* Upgrading and purchasing mobile phones and all electronic devices and supporting WIFI connections in new location,

monitoring usage and allocation status of devices against the contract

Supported Software Office 2010 - 2016 365, Revit 2014 - 18, Adobe Creative suite, Autodesk Navisworks ACad 2014/2018, ProjectWise, Sketchup 2015 - 17, SCCM, MS Exchange, Active Directory, Equitrac, Fuze, TeamViewer, VPN, Company Intranet, WebEx, GoToMeeting, SOB, Conference phones Ploycom IP V6000 -VX301-VVX310-VVX311, Win XP-7-Win10, Clickshare, Microsoft Server 2012,2016, Landesk, Cura iPhones/iPads/iOS, VoIP Telephony HP Dell Surface Pro, IPhones.

**Feb 2016 – To July 2016 VPS Security 2nd Line Desktop Support Analyst / Contract**

Areas of responsibility/Duties

Providing 2nd Line IT assistance across all aspects of the business. Based at head office, providing remote support to European businesses. Providing a broad range of IT-related projects and activities some of which involve travelling to other offices within the UK.

* Working closely with outsourced IT infrastructure partners
* Procurement of Laptops Thin Clients, and general IT kit
* Support Citrix Xen-Desktop and Windows based environment
* Supporting Wyse terminals
* Build and configure and deploy Windows 7\8\10 laptops straight out of the box
* Remote user support
* Network patching and support of PC’s, Telephones, printers, Tablets, Video Conferencing rooms and switches
* Windows Server 2008\2012
* Exchange 2007
* Kaspersky AV Server Admin
* Supporting Apple products Mobile and Smartphone configuration
* Printer troubleshooting
* Active Directory administration
* Setting up new Offices

Supporting Thin Clients, laptops desktops, Citrix, Xen-Desktop, Windows 7/10 Office 10/13, Office365; Outlook 2010/13

Active Directory desk side and remote, Exchange, SFB, Lyncs, Supporting the migration of Infrastructure to new location

**July 2015 – Jan 2016 Arcadis Asset Consultancy 2rd Line Support Engineer / Contract**

Areas of responsibility/Duties

Working within 2ND line team to deliver high quality IT support critical solutionsfor achieving business goals

Project work included but not restricted to, migrations fromold domain to new primary Domain, software roll outs, upgrades, mobiles

* Migration of Departments from XP to Win 7 (Desktops and Laptops).
* Ensuring that calls logged and escalated are responded to within set SLA and ensuring that the specific assigned tickets are kept updated throughout their life cycle
* Peripherals.
* Diagnosing and resolving all software issues or queries to an advanced level, while visiting users to provide one to one assistance
* Email Administration including user mailboxes changes, deletes, migration, rights management and client troubleshooting.
* Server Administration tasks ie Folder Administration, Security and Permissions
* Security – MS Forefront Endpoint connect
* Tools - Remote desktop / Team Viewer / Microsoft toolsRemedy
* Laptop & Desktop Imaging and rebuilds, LanDesk, VPN,SCCM
* Mitel Telecom / iPhone & iPads / Androids, Polycom Video Conference

Supporting O/S – Windows7, 8.1, 10 Office 10,13, Office365; Outlook 2010/13 Active Directory both desk side and remotely, Exchange 2010AutoCAD suite, Autodesk Suite, Cadmeasure, NBS Suite Building/Engineering, Microsoft Visio/Project / Primavera P6 Lotus Notes, SFB,Lyncs, SCCM, Patching and Deployment, Revel iPad POS Epos System

**April 2015 – July 2015 Capita Harrow Council 3rd Line Support Engineer / Contract**

Areas of responsibility/Duties

* Migration of Departments from XP to Win 7 (Desktops and Laptops).
* Migration of various council departments for scanning (Paperless Office)
* Rolling out of Thin-clients within a Citrix environment
* Working with Active directory – Administration
* Logging calls, providing updates to users, resolving complex issues
* Documenting fixes.
* Laptop & Desktop Imaging and rebuilds using Win 7, Pointsec Full Disk Encryption, Office 365, LanDesk, VPN,

**March 2015 – April 2015 Capita Health and Property 3rd Line Support Engineer / Contract**

Areas of responsibility/Duties

* 3rd line support of the organisation’s Server &desktop based systems,
* Working with Microsoft operating systems and virtualised server infrastructure (Windows 7, server 2008 and above, VMware and Microsoft hyper-v)
* Working with Thin-client and Citrix.
* Working with Active directory – administration**.**
* Administration of BES\Server (Blackberry)
* Laptop rebuilds using Win 7, Pointsec Full Disk Encryption, Office 365, LanDesk, VPN, Vend iPad POS Epos System

**March 2014 – Dec2014: London Borough of Barnet Desktop Support /3rd Line Infrastructure Engineer /Contract**

Areas of responsibility/Duties

* Working within a team tasked with the delivery of project objectives including implementation, migration and support
* Managing the Implementation and migration of a wide range of technologies including Citrix 4.5, Citrix Thin Clients, RSA SecureID, Pointsec Full Disk Encryption, VPN, Office Network patching and machine imaging solutions.
* Working on network shares and permissions and Microsoft Exchange
* Managing issues or complaints where necessary ensuring exemplary levels of service and ensuring SLAs are met.
* Working on Elections in a technical role on site and also being used as the technical lead

**July 2012 – March 2014** **Siemens Logistical Airport Solutions** **IT Support Specialist /Contract**

Areas of responsibility/Duties:

* A contract position within a large global company based at Heathrow Airport Initially (3 Month’s)
* Supporting a large user base in a fast paced and ever changing environment across all terminals at Heathrow Airport and Gatwick Airport.
* Working closely with the Helpdesk Team to resolve1/2/ 3rd line issues both software and hardware
* Supporting Office 2003/07/10 and bespoke Applications
* Supporting Windows XP/Win 7 PCs Desktops and Laptops Printers **CAD users**
* Involved in testing and physical desktop/Laptop migration from Windows XP to Windows 7
* Support of Videoconferencing equipment and meeting rooms Telephones
* Migrate and Roll Out Windows 7 for LAS **and data migration**
* **Rebuilding Laptops and desktops**
* SharePoint Supervisor - Administration and monitoring of the SharePoint infrastructure
* Installing Primavera / Oracle  applications
* Maintain IT Asset list for LAS
* Ordering of all PC’s and desktops for LAS deployment including peripherals
* **Maintaining Security access to Siemens domain using firewalls**
* **Setting up ad hock Bid Rooms**
* **Training staff**
* **Maintain backup strategies**
* **Signing off on computer ports costing for projects**
* Networks LAN and WAN
* Software and IT security and encryption applications
* Provide support to a wide range of mobile devices including Blackberry’s iPad’s, iPhones
* Ensure that all IT services and applications are standardised in line with Siemens IT policies and that they are deployed to the LAS staff, based on business need and according to their profile.
* Act as the point of contact for the LAS division for areas of escalation, deployment, initial support and co-ordination. Act as liaison point between Siemens and Local IT Partners.
* Work with management to ensure that generic Siemens policies and processes are appropriate for LAS and support the LAS business activity.  Once these are defined through training and onsite assistance they must be deployed, enforced and maintained.
* Ensuring that the senior management team are supported in the implementation of Information Security programs and achievement of the Information Security objectives. Performing audits of the offices to ensure that the agreed IT policies and procedures are followed and maintain through company Asset List.
* Supporting the LAS IT policies and procedures are fit for purpose and support the evolving organisation at Heathrow and Gatwick
* Support of external clients working within the organisation and internal/external VIPs
* Administering Cisco/Juniper firewalls

May 2012 – Jul 2012 SVG Capital IT Support Analyst / Desktop Support Engineer/Contract

Sep 2011 – May 2012 Worley Parsons Resourcing & Energy Desktop Support Engineer/Contractor

Aug 2011 – Sep 2011 Capita Business Systems IT Support/Contractor

Dec 2006 – Sep 2011 London Borough of Barnet Council IT Support/Contractor

Oct 2006 – Dec 2006 Network Resources IT Support/Contractor