**Steven Michael Kearne**

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I am a very experienced IT professional with years of experience administrating systems, building and supporting Networks, Desktops, Laptops, Servers, Firewalls, Switches, routers and all handheld devices and peripherals. I am a seriously hard worker and 100% flexible with hours. I am a people person and get on with everyone as that's always been my nature

**KEY SKILLS**

I can use to an expert level Win 7 & 10. Office O365/2016. Server 2008 R2, 2012 & 2016. Xen Apps, Hyper-v. Exchange & active directory. SQL 2008 & 2012. Complete PC and MAC desktop, hardware and software support. Service and install almost every printer on the market. Install and manage almost every switch, and router on the market. Watchguard, Fortigate, Zyxel, Draytek, Aruba and Sonic Wall full support. SAP. Oracle CRM. Sage. Adobe CC support. Avaya Cloud Microsoft CRM. ShoreTel VOIP engineer. Alcatel Phone manager. Siemens IP Phone support. Lloyds TSB online security. HSBC. ISL, Bomgar, Team Viewer, Log me in & Rescue remote connectivity. AVG internet security. Trend Micro AV. ESET NOD32 Antivirus. Symantec Endpoint Security. Sophos Enpoint Security. Concepts Online Explorer 7 Vehicle tracking, AVG Cloud, Great Plains, Net 2 Security, Mitre Finch Clocking system, most CCTV systems, Bloomberg, TT, PATS

**WORK EXPERIENCE**

**Graydon (UK) Ltd. – Senior Engineer and Member of the Business Service Group - March 18 Onwards**

Split over four sites Harrow, Cardiff, Antwerp and Amsterdam, Myself and 5 team members support 400 users and all the customers with all manner of issues. I solely support the UK (120 users) with all their issues. I also travel to Antwerp and Amsterdam every 5 weeks to support their issues. Its mainly desktop and server support with 450 Laptops and 100 desktops across 4 sites. Over 100 servers that are mainly based in a datacenter in Amsterdam. UK have 5 in Harrow and 3 in Cardiff. Was key in the migration to office 365 (including exchange) and have just implemented Avaya cloud which will be rolled out to Antwerp and Amsterdam in the next few weeks following the success of the Harrow and Cardiff transition. Have implemented an array of innovations and have been a key member of staff for Graydon.

**West Herts College – Senior Engineer – Oct 16 – March 17**

32 Servers, 350 desktops, 150 smart boards, 150 projectors, 130 I-Pads, 360 laptops. All centrally managed. Used SCCM 2016 to manage all the devices. Essentially desktop support mostly as the department had 18 support members.

**Ark academy – Senior onsite engineer – Nov 15 – Apr 16**

Ran the entire network of 36 servers and 56 switches for the academy that is for 4-18 year olds so you can imagine the task with just one assistant. 1000 devices including 700 windows and 300 apples – desktops, laptops, pads and i-macs. Ran all the software and all the exam board accredited web based tests. Managed all testing for all the ages. I ran all the screens for pupil info. I ran all the infrastructure for the till systems and pupil cash. Office 365 integration. Installed 48 camera CCTV camera system as there is a lot of theft and vandalism.

**St Dominic's Sixth Form College - Interim Network Manager - Mar 15 - Jul 15**

Ran the entire network for the college. 24 servers, 400 desktops, 75 smart boards, 100 projectors, 150 I-Pads, 100 laptops. All servers used were Citrix zen app virtual servers and used the console to manage, support and maintain them. I created an image for all devices and kick started their imaging plan for the summer workers. Created the Apple server to control the I-Pads so they are controlled centrally. Managed a team of three and delegated where appropriate. I liaised with teachers and tutors as to what their specific needs were to make their jobs more efficient. I created an IT drop in session. I have created training sessions for any training needs 1on 1 and group. I operated an open door policy so anyone can come in and request anything within reason as the previous manager would only operate through the helpdesk. I created a level of confidence in the IT department that had been missing for 10 years (as I was told by numerous tutors). Have highlighted their future needs for 6 to 12 months and quoted accordingly.

**Marylebone Diversified LLP - IT Manager September 14 - Feb 15**

Advised the owners to recruit a new IT manager and was part of the recruiting process - was part of the interviewing. I was in charge of the running of the infrastructure for the conglomerate. I ran the Bloomberg, TT, PATS and the Microsoft environment. 12 servers including exchange, file server, DC, SQL x 2, trial server, phone system (Mitel) etc. Ran all CCTV, all security, door systems. Observed the systems administrator, second line support and the first line support guys. Site visits and also remote support to the Caymans, Monaco and Switzerland. Looked after all 130 staff for all their needs.

**PJ Careys PLC - Service Desk/Infrastructure Engineer August 14 - September 14 - Contract**

Across multiple sites (100 UK and 22 in Ireland) providing helpdesk support for over 1000 employees and contractors. Providing every level of support including site visits. Providing the latest technologies, equipment and support on a 24/7 365 operation. Providing support for the 100+ staff in the head office where based. Laptops, desktops, i-phones, blackberry, i-pad, Surface, Playbook. 15 servers mostly Hyper-V. Avaya Phone system. 10 MFP's. CCTV systems across all sites. Microsoft Dynamics CRM administrator

**MP Moran & Sons Ltd - IT Support Officer -Dec 13 - May 14**

Across 7 sites (5 UK stores and a serviced office rented to tenants and 2 stores in Ireland) I supported 250 users, 50of which with mobile phones, laptops and other mobile devices. I Supported and maintained 16 servers of all variety inc. 7 thin client, 2 SQL,1 Sage,1 Exchange, 1 DC, 1 Great Plains, 2 bisTrack, 1 Sharepoint. I looked after the Alcatel phone system across all sites - 1 of the many projects I completed was clean up the phone system saving thousands of investment and installed the Oak reporting so all call stats were logged. Looked after the tenants in the serviced office which included their phones, internet connections, patching, switches and security systems. Ran the thin client environment using a mixture of Axel Terminals and PC's. Ran the security for the company which included CCTV, door systems, Red Care and monitoring. Ran the vehicle tracking for the vans, lorries and artics. Provided on weekend and evening on call services. **s**erviceTrac (correct spelling) CRM and full business solution solutions super user.

**BT Sport - IT Support Technician - Jun 13 - Jul 13 - Contract**

Worked on the BT Sports Channel project. Installing new HP PCs, laptops, servers, Juniper switches and Fortigate Firewalls to go live for 1 August launch which was successfully completed

**NK Computers - Systems Support Engineer Jul 12 - March 13 (Contractor)**

Providing every level of support for Servers, desktops, laptops. Windows XP/Win Vista/Windows 7 & 8 for 30 clients across the country. Supported office 2003/2007/2010 for schools, advisory services, medical practices, public and private sector establishments. Exchange & AD 2003, 2007 & 2010. Managed existing/new starter/deletion requests, AD/email accounts, SQL, SAGE, Custom databases. Building servers, desktops, laptops and MACs - installing OS and core software. Managing BES Enterprise - new users/deletions.

**Smarter Energy Solutions. Technical Specialist - Jun 12 - Jul 12 (2 Month Consultation)**

Went in to assess whether a full time IT person was needed for their very limited network and evaluate exactly what their needs are. They had 1 NAZ box, crude phone system, 25 desktops and 10 laptops, a couple of printers and that's it. I recommended to them that a full time person is not necessary and that they just need a support contract. I implemented Smart Sheet to their organization which changed their working structure and procedures.Goldmine CRM

**Money Debt and Credit Ltd. IT Support Coordinator - Mar 11 - Feb 12 (1 Year Project)**

Managed 2 team members. Provide every level of support Server, desktop, laptop support Windows XP/Win Vista/Windows 7 OS - Using office 2003/2007/2010. Exchange 2007 & 2010. Managed existing/new starter/deletion requests - AD/email accounts - SQL - SAGE - Custom databases. Building desktops, laptops and MACs - installing OS and core software. Managed BES Enterprise - new users/deletions. Manage Laptops/Desktops/Printers/Blackberries/I-Phone & 3G Dongles, Ram upgrades/Hardware changes. Perform server backups using Symantec Backup Exec/backup assist - across the server infrastructure. Patch phones and data for the building and store. Provided full support for the conference rooms' equipment - Video conference projectors. Full documentation created/reviewed/updated. Performed Desk Visits to end users that experience hardware/software issues. Full asset management. Manage Avaya VOIP phone system. Full printer, fax, franking machine support

**March 2010 - October 2010 Colart fine arts and graphics (Site Closed Down) - IT Support Coordinator**

Full systems support - systems administrator and IP phone support - am supporting 135 desktop and (100 desktop and 35 laptop) laptop users - full blackberry support and mobile (Vodafone) support. Changed all switches throughout the entire area spanning an entire mile squared - manage 12 servers, PDC, exchange x2, linux, SQL servers x 3, BES and terminal servers for VPN users. Have full training on the Siemens IP phone system. Up to 3rd line support on day to day operations across the site. Trend AV support. Full Dell hardware support - HP server hardware support. Full Watchguard firewall and VPN support. Patching all phones, and network points including cabling. Purchasing all phones, hardware and software.

**Oct 09 - Dec 09 (Temp) - Calumet Photographic Ltd - Systems Administrator/Desktop Support**

Full Systems administration and server administration on a thin client environment. Across 13 sites across the UK, 3 in Germany, 2 Netherlands, 4 USA. Full server administration (10 servers including PDC, database server, Alcatel phone server, AV server running Trend, 2 DNS, 2 terminal servers, 1 load bearer, file server). Exchange and active directory administration. Resolved their 18 month DNS issue in less than a day. Brought ALL documentation up to scratch within a month. Pushed out PAYG wireless internet to their major stores within 2 weeks. Resolved permissions issues that they had outstanding for many months. Re-wrote their group policy so it actually worked. Desktop support for all users (total 120). Full hardware support (Wyse system thin clients, Full Apple support G5 and PowerBooks and HP & Epson printer support). Tracker support (For tracking vehicles and high value stock).

**Feb 09 - June 09 (Temp) - Bluecube Ltd. - Technical Engineer**

Service desk for many clients around the country. Providing every type of IT support. A simple desktop query to in depth server issues/requests. Fault finding of every measure using remote desktop/VNC/Bomgar and resolution when possible. Using Watchguard mainly as firewalls. Building all types of hardware to each client's specification. Supporting telephone systems and ISP issues. Creating new users for each client and deletion of accounts when requested. Ensuring all backups of client information has happened on a daily basis. Day to day reporting of service calls to the desk and customer feedback. Full Blackberry (BES & BIS), PDA and mobile internet device support. Full systems administration, exchange and active directory - new accounts, permissions, deletions etc.

**Jun 08 - Dec 08 (6 month contract)- Tensator Ltd. - Systems Administrator**

Day to day duties were to manage all 7 severs and ensure optimal performance of them. Using active directory, manage user accounts and permissions. Manage the Exchange server and connectivity to the outside world. Liaising with our ISP that all mx records etc. Are up to date. Manage the sonic wall spam filter was working correctly by checking legitimate email vs. Spam and act accordingly. Managing the ISA server was working correctly and we had full secure internet connectivity. Managed the 3 main databases Streamline (All SQL databases), Goldvision and Eden administration (users accounts and permissions). Managed all personal, restricted and shared drives ensuring that space wasn't taken up with unnecessary files (music, personal pictures etc.). Managing all backups were completed daily and were taken offsite. Decision making on future projects and departmental needs. Managed all finance (sage, Barclays and Lloyds TSB) and personnel (Sage and Personnel manager) programs were fully up to date and all security certificates were up to date. Managed all switches and routers were working Looked after the Alcatel telephone system (user accounts, patching etc.). Desktop and hardware support to the company (100 desktops, 35 laptops with Vodafone datacards) managed the blackberry server and the 45+ blackberry users.

**Jan 08 - May 08 (6 Month Consultation/Project) - Resource Group Limited - IT consultant/Network manager**

Developing a network over 13 sites across the UK and Ireland on a major takeover of Pall Mall from Carillion. Heading up 1500 end users and their individual needs. Travelling to each site and rebuilding machines and servers. Building new servers for each of the 13 offices. Each site had a PDC, files server, SQL server, Shoretel manager server. POE switch to run the phone system and network connections. Connected all sites to a MPLS for full connectivity. Buying equipment and issuing it to new users (laptops, MDA's and mobile data devices). Creating a new disaster recovery suite. Basically covering all bases for total network connectivity. Provided security suites for all sites with CCTV & software, PC's and IP camera's with locks. Full systems administration across the entire network, active directory and exchange. Managed all firewalls and user connections via vpn.

**October 05 - Nov 07 - Fred Perry Ltd. - Systems Administrator/2-3line Support Engineer**

Managing 7 servers and 120 users worldwide. Managed all user accounts (AS400 and Active directory/exchange). Managed all storage, share and private drives. Ensured ALL backups were done on a nightly basis and investigated when there was a failure. 20 Laptops - software and hardware. All hardware and software support for all desktops over 3 sites. Supported all 17 (14 UK, 2 Germany & 1 Holland) stores with VPN connections including regular visits. Created documentation - work instructions and user policies as there weren't any. Brought in all new security measures and procedures. Liaised with all the managers on a monthly basis to see if their team needs had changed and how we can help them. Managed all the switches and routers. All patching of phones and network within the 3 buildings.

**July 2005 - October 05 - Self Employed**

Desktop/Laptop servicing and home networking. Worked for myself for a while fixing laptops and desktop machines. Installing home broadband (mostly wireless) for those who are a bit wary of doing it themselves and teaching them how to do it. Worked on Sky's OSP role out their 2000 to XP project for 3 months.

**Oct 04 - July 2005 Snopake Ltd.- Systems Administrator**

Managing 5 Servers, 63 desktops and 5 laptops (Perivale, Milton Keynes and Amsterdam) software and hardware support - Win 2000 and XP, MS office, Ghost imaging, Goldmine, Strategix, Invu 200, Photoshop. Managed the network and VPN's - patching and cabling where necessary. Patching/monitoring phone systems. Supporting 21 networked printers - includes fixing, cleaning and maintaining. Also help with reports, generating and creating them. Full systems administration for the entire group, active directory, exchange and shared groups/files.

**Feb 02 - Oct 04 -** **Brook Street Bureau PLC, Systems Support Analyst**

Supported 160 branches worldwide (155 British, 2 Northern Ireland & 3 Italian). Supporting individual branch networks remotely and also supporting 100 head office staff. Supporting, building and developing networks, (first, second and third line support) desktop analysis, laptops, XDA II's, mobile phones, printers and all other types of electronic devices. Working on a helpdesk answering phones to all branches in helping with all needs and problems. I was also in charge of the disaster recovery unit. They do all hardware support and most software is written in-house. Patching network and telephone (BT and Cable & Wireless) points in head office, disaster recovery and branches. Using Win 9x, NT, 2000 and XP platforms dependant on use and age of hardware. In charge of all backup equipment and tapes ensuring all systems are backed up daily.