# Jasbir Sandhu

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## Profile

* SC cleared.
* DV (expired in November 2017).
* DBS cleared.
* A multi-skilled worker with a wide experience of both Support and Customer Care.
* Transferable skills gained through the successful completion of ITIL.
* Good team worker who can also work well alone using own initiative.
* Self-motivated and thrives under pressure.
* Keen to learn and develop in order to maintain professionalism.
* Tenacity and drive to complete all tasks undertaken.
* Ability to deal competently with various situations arising from client and public contact, requiring tact, diplomacy and a high level of interpersonal skills.

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## Key Competencies

Technical Expertise:

* Shows ability to demonstrate depth of knowledge and skill in a technical area of role.
* Helps develop others through own knowledge of tools.

Building Collaborative Relationships:

* The ability to develop, maintain, and strengthens partnerships with others inside or outside the organization who can provide information, assistance, and support.
* Builds relationships with people whose assistance, cooperation, and support may be needed.
* Expresses gratitude and appreciation to others who have provided information, assistance, or support.
* Provides assistance, information, and support to others to build a basis for future reciprocity.
* Customer Orientation: The ability to demonstrate concern for satisfying one’s external and/or internal customers.
* Presents a cheerful, positive manner with customers to help build stronger ties.
* Shows customers, both internal and external willingness to work with them to meet their needs.

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## Courses Completed

* ITIL Intermediate Certified in IT Release, Control and Validation - 2015
* ITIL V3 Foundation Certified – 2010

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**Key Skills, Knowledge and Experience**

* Microsoft Office 2010/2013/2016
* Access, PowerPoint, Word, Excel, Lotus Notes
* Windows 7 Enterprise and Windows 10
* Windows Server 2008/2012 R2,
* Windows Exchange Server 2010
* OSX
* Office 365
* SharePoint
* Active Directory
* Call logging system (Remedy and Manage Engine SD+)
* VMware vSphere Client
* Veeam 9 Backup
* Skype for Business 2016
* Antivirus Kaspersky Security Center 10
* Google Drive
* Remote Desktop: (TeamViewer 13 / Dameware)
* VPN: (Pulse Secure / Cisco AnyConnect)
* BitLocker
* Mobile Phone Support: iPhones
* Keepass

##### Education

2002 - 2003 Thames Valley University, Wellington St., Slough.

Web & E-Business Computing (BSc second class hons first division)

2000 - 2002 Thames Valley University, Wellington St., Slough.

Higher National Diploma in Computing

1998 - 1999 Aptec – Ludhiana (Punjab – India).

Diploma in Systems Management

1995 - 1998 Khalsa College for Women - Ludhiana (Punjab – India).

Bachelor of Arts

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**Employment History**

January 2019 – Present **Martin-Baker Aircraft Co. Ltd**

IT Service Desk Analyst

* First point of contact and ‘go to point’ for all IT hardware, software and telephone support incidents and requests for all Martin-Baker users.
* Responsible for ensuring all incidents and requests are recorded and dealt with according to company procedures & agreed SLA’s through the use of the Service Desk software.
* Providing first level contact and diagnose issues and performing hands-on and remote fixes while assigning the appropriate levels of priority and resource.
* Identifying reoccurring incidents to management to be investigated as a potential problem.
* Maintaining the asset register ensuring all hardware is correctly recorded.
* Assisting in building & maintaining the IT knowledge base of issue resolutions and ‘How To’ information.
* Deploying and maintaining a variety of software applications ensuring compliance with licensing agreements.
* Assisting in delivering and supporting projects when required working with other sections of IT and the business.
* Training new starters of correct IT hardware and software use.

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November 2018 – January 2019 **Northgate Public Services (An NEC Company)**

2nd Line Support Analyst

* First point of contact for High-Priority technical, system and applications issues.
* Working directly as part of support team ensuring all incidents and requests are resolved and solution is documented and issues that need additional focus are escalated urgently impacting SLA timeline.
* Ensuring Incident Management is managed and updated correctly and service SLA’s are met.
* Providing remote support to customer sites for the installation and configuration of NPS’s application software on servers, networked clients and standalone machines (which includes links to digital cameras).
* Occasional travel to client site locations for the installation and configuration of NPS’s application software.
* Keeping up-to-date with technical requirements of in-house software applications.
* Supporting in-house diabetic screening application (Vector) for NHS.

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August 2018 – October 2018 **Halian Ltd / (GlaxoSmithKline Onsite Contract)**

T2 Support Analyst

* Installing and configuring computer hardware operating systems and applications.
* Taking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
* Diagnosing hardware and software faults, implementation of technical resolutions, applying pre-designed software builds to IT equipment; including PC’s, laptops and tablets.
* Providing IT Support in Corporate & Manufacturing Environments, including drop in IT Help Lounges under a managed service agreement.
* Escalating technical and software build issues to the management team.
* Providing hardware repairs on PC’s and Laptops to a defined quality assurance level.
* Arranging repairs with the manufacturer for systems that are under warranty, escorting third parties attending to outsourced equipment faults within the site and also managing the disposal of redundant IT equipment.
* Providing 1st Line support for other IT equipment where assistance may be required from time to time.
* Performing daily stock checks, investigating and report on stock shortages or stock discrepancies.
* Accepting deliveries, preparing equipment for dispatch, including packing into secure boxes and transferring to a dispatch location.
* Ensuring that the latest builds are applied, that the devices meet a standard quality level and are made available for deployment within assigned timescales.
* Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
* Supporting the rollout of new applications and Testing and evaluating new technology.
* Following diagrams and written instructions to repair a fault or set up a system.
* Providing support to a new starter/leaver on laptops and iPhones.

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February 2018 – July 2018 **The Royal Masonic School For Girls**

IT Technician

* Developing systems and databases.
* Managing the Anti-Virus and Backup solutions.
* Monitoring servers to check on proper operations of systems.
* Installing, configuring and maintaining desktop computers, laptops and peripheral devices.
* Setting up mobile AV equipment for presentations.
* PC hardware maintenance and fault diagnosis.
* Assisting staff and pupils with technical and user issues.
* Network user account support and creation both within a Microsoft and Google environment.
* Scheduled computer maintenance tasks carried out in classrooms, boarding houses and offices.
* Providing technical support to teachers, pupils and support staff on Windows domain and Apple devices.
* Assisting in identifying software, hardware and working practices required to fulfil the functional specification as defined by school staff.
* Monitoring printer usage.

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November 2017 – February 2018 **Beaconsfield High School**

ICT Technician

* Responsible for the smooth running of the school’s ICT support service.
* Being the first point of contact for issues relating to hardware, software and networks troubleshooting.
* Dealing with requests made by staff and students as and when they arise and to escalate when and if necessary.
* Troubleshoot hardware issues with computers, printers, whiteboards and projectors.
* Rebuild and manage upgrades on desktop computers and laptops.
* Managing user accounts and email accounts within Active Directory.
* Manage preventative maintenance schedule for the school’s ICT equipment.
* Manage the school’s printer credit system and database.
* Maintaining ICT’s inventory catalogue.

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July 2010 – September 2017 **Raytheon UK (MOD Onsite Contract)**

Service Desk Analyst

* To receive and log ALL incidences via telephone, web portal and emails within the SLAs.
* To own and manage all Incidents and Service Requests logged by the users from recording through to closure whilst ensuring an excellent customer service.
* Monitor critical systems on production platform e.g. uptime, Window services & performance metrics and escalate to the relevant team.
* Routing Service Requests to support groups when Incidents are not closed.
* Ownership, Monitoring, Tracking and Communication.
* Resolution and Recovery of Incidents not assigned to 2nd line support.
* Closure of Incidents within SLA.
* Highlighting customer training and education needs where applicable or necessary.
* Managing all Third Party Suppliers and ensuring information is fed back to the team and Customer. Understand, monitor, and chase 3rd party incidences or escalations.
* Maintain 3rd party records in the SD+ area and the CMDB including their SLAs, contact name, telephone numbers, and escalations routes etc.
* Proactively provide details on fixes to ‘Problem Management team’ to populate Knowledge Database.
* Assist with Service Improvement initiatives and take a proactive approach in increasing team productivity.
* Review calls and provide the management with statistical and trend reports.
* Provide continuity between Technical Areas, and co-ordinate the exchange of user call information amongst other IT sections on all incidents.
* Responsible for the updating of the documented Service Desk Procedures and processes.
* Ensure that business users are kept appraised of the status of Incidents as appropriate.
* Recognise and resolve faults using own initiative.
* Provide administrative support to the Technical Services Team on a daily basis.
* Arrange PPM (Planned Preventative Maintenance**)** & engineer visit on site.
* Responsible for maintaining customer assets to the required level of detail contained within Asset Management and report and process any exceptions found.
* Perform regular audits (including on-site customer physical audits) and verification tasks using both manual and automated tracking methods to maintain the integrity of the data held as specified.
* Perform agreed changes to the Asset Management database following the completion of audit tasks.
* Quality control data received from CR and third parties for accuracy and consistency.

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August 2004 – July 2010 **E-Box Ltd**

IT Helpdesk Support Analyst - 1st Line

* Working in a team of 4 supporting 1500 users.
* Security control – ensure high level of security is maintained on E-Box internal systems.
* Supporting assigned European client base remotely.
* Responsible for the Web-based document management system in creating new sites for clients.
* Responsible for weekly server back-up, and ensure back up tapes are rotated and kept off site.
* Main point of contact for all client administrators.
* Ensure agreed service levels are met & deadlines are kept to.
* Escalate and work with US technical team to help understand and resolve client issues (1st line support).
* Data Archive for closed projects onto DVD & CD’s – (Remote access tool GoToMyPC used).
* Provide one-to-one training for client administrators off site.
* Use of E-Box bespoke applications.
* Setting up windows based software –ME/NT/2000/XP/SUN(JAVA)/VISTA
* Input into ongoing system implementation & testing.
* Call login systems to help identify type of calls received (ACT 8 Software).

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January 2004 – August 2004 **KOTech**

Returns & Customer Services Co-ordinator

* Supporting Sales team of stock return and rotation.
* Investigating and resolving customer queries.
* Input into system development enabling faster processes.
* Co-ordinate returns, and re-supplies of customer orders.
* Product testing & verification of computer components.

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September 2003 - June 2004 **Thames Valley University – Ealing campus**

IT Help Desk Support Assistant 1st & 2nd Line (part-time)

* Supporting students with IT related queries using various applications such as word, Excel, PowerPoint, Access, and Photo Shop, Win 95, Win 98, Win 2000, XP Professional.
* Data transfers for Students and Lecturers.
* Debug corrupt files where possible, and re-save data.
* Offering telephone support where possible.
* Monitor number of calls taken and record action taken.
* Re-route unresolved problems to associated department.
* 1st & 2nd line support to Lectures in the classroom environment.
* System rebuilds - installation and troubleshooting.
* Ensure all hardware operates functionally – PC’s, Printers and Monitors.
* Using automated helpdesk packages.

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