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| Andy Ly | E-mail: andyqly@hotmail.comMobile: 07976042987 |

**PROFILE**

I am an ambitious individual who constantly seeks better opportunities to improve my personal and career development by working hard, being highly motivated and a focused individual who can adapt to changing environments. I love and am confident in providing excellent customer service which I pride myself on. I enjoy learning new things, so this way I can challenge myself, use my initiative and make every effort to do better. I have the right attitude to work as a team player; am good at listening as well as contributing ideas and problem solving. I believe I have a good work ethic gained through my employment in several corporate environments and also working in the media industry.

**EDUCATION AND QUALIFICATIONS**

**2011 – 2012 Kingston University -** Kingston upon Thames - KT1 2EE

**Foundation year:**  Mathematics with Business

**2008 – 2010 City and Islington College –** London - EC1V 7LA

**A level**: Business Studies (C), Media (C)

**2003 – 2008 Morpeth Secondary School –** London - E2 0PX

**GCSE**: 10 at grades A-C including Maths (A) and English Language (C)

**EXPERIENCES**

**October 2018 – Feb 2019 End User Support Analyst – NEX Group /CME**

* Act as the first point of contact and key interface between the business and NEX Group IT, logging, triaging, managing and resolving incidents and requests across all NEX enterprise technologies
* Provide advanced remote and deskside technical support for desktop and telephony environment. Knowledge of Microsoft Windows 7, 10, Microsoft Office, Office 365, including Skype for Business and Slack.
* Provide detailed technical documentation, communicate concisely and accurately with both EUS and other NEX IT technical teams
* Key role in Windows 10 laptop roll out project

**October 2016 – October 2018 IT Service Desk Analyst - Westfield Europe**

* End user support – meeting rooms, user software & applications, Remote/ VPN Support across 5 sites
* Key role in hardware roll out projects e.g. replacing all corporate handsets with iPhone, desktops with laptops
* Identify (or escalating when needed) all technical issues while logging and resolving within the agreed SLAs
* User accounts/ security groups/ distribution groups – creation, amending and managing
* Supporting Windows 7 &10 and of MS office 365

**June 2015 – October 2016 IT Central Services Team Admin – Omnicom Media Group UK**

* Implementing and improving processes between IT and the business
* Exchange management console -Managing starters/leavers across 8 sites and agencies
* AD – security groups, distribution lists and folder access
* Cisco call manager – creating, assigning voicemail accounts + line groups and general cisco tasks
* SharePoint admin tasks

**ADDITIONAL SKILLS AND INTERESTS**

* Foundation level ITIL
* Fluent in Vietnamese
* Strong interest in current affairs and business news
* Interest in fitness and health - regularly visit the gym and playing football

**REFERENCES**

Available on request.