Jitesh Modashia

2nd – 3rd Line IT Infrastructure & Systems Support Engineer

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**Driving license**: Yes

**Nationality**: British

**PERSONAL STATEMENT**

I am a multi-skilled MCP IT Infrastructure and Systems Support Engineer with in-depth knowledge of architecting, installing and configuring computing systems with over 10 years’ experience. I have experience in providing client focused IT support, successfully analysing and resolving IT hardware and software problems, in a timely and accurate fashion. I also have the ability to maintain a high degree of customer service for all support queries and possessing strong analytical and documentation skills.

I am now looking for a new and challenging 3rd line IT Infrastructure Engineer position, one which will make best use of my existing skills and experience and also further my personal and professional development.

**WORK EXPERIENCE**

AutoProtect (MBI) Ltd – based in Harlow (HQ)

2nd – 3rd Line IT Infrastructure and Systems Support Engineer: March 2017 - Present

Responsible for supporting 2nd to 3rd line IT services including desktop PCs, laptops, servers, user and e-mail accounts, mobile phones, tablets, cloud telephony, video conferencing, office printing, and wallboards. Manage routing maintenance jobs, backups and ensuring the clients server and network infrastructure is secure and reliable.

Duties:

* Installation, configuration and administration of the Windows Server 2008/2012 Infrastructure including Active Directory, MS Exchange 2010 within a VMWare vSphere environment.
* Installation, configuration and administration of VMWare vSphere ESXi 6.7 on three HPE ProLiant DL360 Gen10 servers (Hypervisors) with the configuration of vCenter and vMotion.
* Installation, administration and configuration of the wireless infrastructure – this includes Cisco Meraki Access Points around the building and configuring the company’s wireless network including a guest network.
* Installation and the administration of HP Enterprise stack e.g. ProLiant servers, switches & MSA SAN.
* Administration of the companies Smoothwall firewall.
* Administration and troubleshooting the companies 8x8 cloud phone system including the configuration of IVR’s (Scripts), creating user accounts, applying licenses, transaction codes, agent groups, creating queues, status codes, agent groups, assigning desk phones to users and the installation and configuration of Virtua Office and Virtual Contact Centre.
* Identify, resolve or escalate any critical issues i.e. Internet (BTnet or ISDN lines) / network / telephony outages to the providers i.e. 8x8, or BT local Business.
* Ensure applications and hardware’s are configured correctly and patched/ updated to required levels.
* Taking ownership, diagnosing and resolving a wide range of technical calls remotely and over the phone and seeing it through to closure.
* Continuously making IT systems highly available and fault tolerant.
* Vendor, supplier and contract management skills including being involved in a cost cutting exercise for IT/network hardware, software, and mobile network providers.
* Keeping the support contracts and licensing of IT / network hardware up to date.
* Working with Microsoft Windows servers & applications within mixed OS environments.
* Ensuring that support tickets are logged and handled effectively and efficiently on the helpdesk including the administration of the companies ITSM and CSM platform ServiceNow.
* Mentor and provide training for a small 1st/2nd line help desk team.
* Taking, deploying and configuring computer systems with Microsoft Windows 7 or 10 Professional using Windows Deployment Services (WDS)
* Administration, configuration and deployment of end-point security e.g. Symantec Anti-Virus client and Malwarebytes (Malware, Anti-Exploit and Ransomware) for Business. – To also ensure adequate anti-virus protection & solutions are maintained and updated.
* Administration of the companies HP Multi-Function printers including the administration of SafeCom.
* Administration and configuration of the companies e-mail filtering and archive system - Mimecast – including white listing and black listing email addresses, releasing blocked emails due to policy restrictions, installation and updating of the Mimecast synchronisation engine, troubleshooting e-mail flows including email tracking, installation and troubleshooting of the Mimecast archive plugin for Outlook.
* Meeting users face to face and handling & prioritising problems.
* Office IT hardware/phone/mobile phone asset management.
* Liaise with third party IT suppliers as required to resolve software and hardware issues.
* Carry out IT equipment approvals through to ordering.
* Perform routing backups & archival of files to assist with disaster recovery (Veeam Backup and Replication, Veritas Backup Exec).
* Analysing user support statistics / data and recommending appropriate measures.
* Following processes / checklists and updating support documentation.

**KEY SKILLS AND COMPETENCIES**

* Enthusiastic and able to interact with departments and personnel at all levels.
* Knowledge of Networking - troubleshooting at the TCP/IP level on a LAN/ WAN including Wireless and Virtual Private Networks.
* Take responsibility for nominated areas of project work including client visits when assistance is required during projects and migrations.
* Knowledge of installation, troubleshooting and configuration of PC’s and software.
* Good understanding of: Server Hardware Technologies (HP and Dell Server Hardware).
* Ability to work to rigorous deadlines
* Facilitating support requests, maintaining client and server systems.
* Apple Mac workstations, laptops and associated admin tools and applications.
* Mobile and tablet devices i.e. iPhone’s, iPads, Blackberries, Windows Surface and Android including Blackberry Enterprise Server (BES and BIS) and MobileIron.
* Good knowledge of standard computer languages e.g. HTML & CSS
* Undertaking and completing projects on my own initiative.
* Knowledge & understanding of backup technologies
* Experience of using remote access tools such as Dameware, LogMeIn Rescue, Teamviewer and TightVNC.

**ACADEMIC QUALIFICATIONS**

MSc Computer Network Administration and Management (***Merit***)

University of Portsmouth 2009 – 2010

BSc (Hons) Computer Networking and Web Design (***First Class Honours***)

Southampton Solent University 2006 – 2009

BTEC National Diploma Information Communications Technology (***3 Distinctions***)

Preston College 2004 – 2006

**CERTIFICATIONS**

Exam 70-410 – Installing and Configuring Windows Server 2012 (**Passed**) - March 2019

**POST ACADEMIC COURSES**

* 8x8 Virtual Contact Centre Administration and Configuration
* ServiceNow – Configure and Manage a ServiceNow Instance
* ServiceNow - Customer Service Management Fundamental
* Installing and Configuring Windows Server 2012
* Administering Windows Server 2012
* Administering Office 365 for Small Business
* Installing and Configuring Windows 10
* Understanding Network Fundamentals (Network+)
* Cisco Unified Communications Manager (Call Manager) Administration
* ESET Anti-Virus for Business
* Palo Alto Networks – Installation, Configuration and Management ACE
* Fortinet – FortiGate Multi-Threat Security Systems I – Administration, Content Inspection and SSL VPN - Fortinet Certified Network Security Associate (FCNSA)
* Aerohive Access Point - Essential Wide Local Area (WAN) Network Configuration
* Infoblox – Domain Name Systems – Licensing, troubleshooting hardware faults

**REFERENCES** – Available on request.

Other Technical Skills / knowledge

**Computer Desktop, Laptop and Server Hardware –** Dell and HP hardware upgrades,hardware diagnostic and repairs including RAM upgrades, NIC cards, Fibre Channel Adaptors, SATA and SSD hard drive replacements/upgrades.

**Operating Systems** – Microsoft Windows XP, 7, 8 and 10 Professional, MS Server 2003-2012 R2 (including Active Directory, Exchange (2003, 2007, 2010, 2013), Printer Management, Distributed File System, DHCP, Shadow back-ups, Hyper-V, GPOs and DNS) and MacOS.

**Help Desk Ticket Management System Skills** – NetSuite, OTRS, BitJit, AutoTask, Altiris, Jira, Zendesk and ServiceNow.

**Computer Network Hardware**: Installation, configuration and administration of Cisco Switches (VLAN, IP Addressing, STP, Port Security) and Routers (RIP, EIGRP, OSPF, OSPFIGP), Draytek / Netgear / Belkin ADSL Routers and Ethernet Switches, Wireless Access Points, QNAP/ Synology / Netgear Network Attached Storage drives, Palo Alto, Fortinet, WatchGuard and Smoothwall Firewalls and Cisco Meraki Access Points.

**Computer Network Tools –** PuTTy (SSH & Telnet) and PacketCapture (WireShark).

**VoIP Telephone skills –** Cisco VoIP administration (Call Manager), Avaya, Alcatel, Mitel VoIP and 8x8 Cloud Phone System administration.

**Video and Audio Conferencing –** Tandberg and Cisco Video Conferences, Polycom phones, Intercall, BlueJeans, Skype, Cisco WebEx, Montage, Adobe Connect and GoToMeeting.

**Air Streaming Devices** – Airtame, Chromecast and Apple TV.

**Anti-Virus/Spyware/Malware & OS Optimization Software Skills** – McAfee, ESET Anti-Virus for Business, Symantec Endpoint Protection, Sophos, Trend Micro, Kaspersky, MalwareBytes, Spyware Doctor, Registry Mechanic and CCleaner.

**E-Mail and Web Filtering Software Skills** - Postini, Microsoft Exchange Online Protection (EOP), Exclaimer Mail Utility, ESET Anti-Spam, Cisco IronPort, Barracuda Web Filtering and Mimecast.

**Remote Desktop Software Skills** - Excellent working knowledge of remote desktop software skills including Tight/Real VNC, LogMeIn Rescue, Teamviewer and Dameware.

**Printer**/**Scanner/Fax** - Installation, Configuration and Support of printers including multi-function printers i.e. Xerox, HP, Ricoh, Dell, and Epson.

**Other Hardware & Software Skills** – Symantec Enterprise Vault, Symantec PGP Encryption, SAP (Password Resets, Account Unlocks), Sage (Installation, configuration and upgrades), Adobe Acrobat Pro, MXToolbox, VMWare vSphere, Google Apps (Calendar, Gmail, OneDrive) and DropBox, MSLync support including account administration, Citrix XenApps, Citrix VPN, Terminal Server, and RDP, Office 365, SharePoint, SCCM and Windows Deployment Services (Desktop/Laptop Imaging), Symantec Ghost, Microsoft Office 2003-2016 (Word, Outlook, Excel, PowerPoint, Access, Project, Visio and MSLync), administration, troubleshooting and the installation and configuration of RSA tokens including RSASecurID application and physical RSA tokens, Troubleshooting of daily, weekly and monthly backups as well as critical restorations (Veritas Backup Exec 2010/2014).

**Mobile Phones and Mobile Networks**

Exceptional troubleshooting and knowledge of iPhones, Blackberries, Samsung Galaxy (android) mobile phones. Excellent knowledge of BES and MobileIron mobile phone management. Experience working with the following mobile providers EE, TruPhone, Vodafone, O2 and BT One Phone.

**Web Design, Software and Web Tools** - Exceptional programming and designing of web sites using XHTML and CSS, including creativity skills using Adobe CS packages e.g. Dreamweaver, Photoshop and Illustrator. Furthermore, I have also got good knowledge of web servers, MySQL, PHP, Apache HTTP Server and FTP/SFTP software.

Work Experience

**March 2017 – Present Autoprotect (MBI) Ltd (Harlow HQ)**

2nd – 3rd Line IT Infrastructure and Systems Support Engineer

**September 2015 – January 2017 ICE ICT Ltd (Welwyn Garden City)**

2nd Line Support Engineer

**September 2012 – September 2015 Korn/Ferry International EMEA (London)**

Senior Support Analyst

IT Support Analyst

**August 2011 – May 2012** **Opus Telecom.IT.Mobile (Farnham)**

2nd Line Technical Support Analyst

**August 2010 – August 2011** **VADition Ltd (Exclusive Networks)** **(Alton)**

Network Support Engineer

**June 2007 – September 2009 Verdict Designs**

IT Support Technician