Joshua Asante

IT Helpdesk Operator

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Job Objective:

A Competent and reliable IT Support Engineer. Having the capability to continuously enhance one's knowledge and skills in monitoring and maintaining computer systems as well as the networks within an organisation. Also my role entails different duties on a daily basis to troubleshoot different issues. Active Directory, Creating Users, Resetting Passwords moving departments and different IT Equipments in the correct OU. As well as attaching group Policies Migrating Users to Office 365, and and assisting staff how to use OneNote, Sharepoint, OneDrive and other tools on the platform to make wtheir work much more efficient and effective for students . Assist with network configurations to allow the broadcast of the SCCM PXE request to be forwarded beyond the local subnet. Ressetting SCCM Sessions for staff and students that work from Home or Remotetly, if their not able to log onto the College Network. Microsoft Exchange - to Set global mailbox limits. Created distribution lists. Engage in administrative tasks such as adding, modifying and deleting group mailboxes and email accounts.

Furthermore, installing and configuring computer systems and diagnosing and solving hardware/software faults for client and users. e.g. Re-imaging Laptops and computers -from windows 7 to Windows 10. making sure staff and students experience better IT performances on their IT equipments. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company.

Currently looking for a suitable IT support position with a successful and dynamic company that offers room for progression.

Education

* Fortismere Secondary School (2000 – 2005)

10 GCSE’s, grade A-D including Maths and English

* City and Islington College BTEC 1st Certificate in Applied Sciences (Level 2)

(2006 – 2009) – Grade Achieved - Pass

* City and Islington College BTEC National Diploma in Forensic Sciences (Level 3)

(2007 – 2009) Grade Achieved – Merit. (Additional qualifications to course) –

English Communication Key Skills and Mathematics (Level 2)

* London Metropolitan University (2012 – 2015)

BA (Hons) Computer Forensics and IT Security 2:2

Work Experience

IT Support Engineer (Barnet Southgate College) May 19th 2018 – Present)

Resolve Technical Issues for staff and students. , networks, software, and hardware across different sites in the college. Tackling networking issues within the college. Re-imaging computer systems. Being aware of and following all college policies and procedures, in particular policies related to the use of ICT equipment in sites. Creating tickets (IT Helpdesk platforms) liaising with Lecturers and staff alike.

Wise Security Services - Events Assistant (Febuary 2018 - May 2019) Return to Wise Sucurity Services

To maintain the safety and security of all visitors and staff attend the event. e.g. Concerts and sporting Events.To provide professional and welcoming customer care to all people attending to the event

Stockroom Assistant – Hackett London (Temporal) – December 2017 - February 2018)

Maintaining both delivery and stockroom standards to the highest level at all times. Ensure that all deliveries are processed and productivity targets are adhered to consistently. Ensure that key tasks are completed in timely manner, e.g. stock takes, price changes, recalls.

Adecco Warehouse Assistant – (July 7 2017 – December 2017)

Able to pick and pack, Daily stock check, have a counter balance forklift license and ability to keep warehouse in good working order.

Service Assistant – Screwfix (December 2016 – June 2017)

Trade Counter store – serving customers, carrying out product inspections, dealing with customer queries, working on tills, handling payments and making sure aims and objectives are met every week.

Wise Security Services - Events Assistant (Febuary 2015 - November 2016)

To maintain the safety and security of all visitors and staff attend the event. e.g. Concerts and sporting Events.To provide professional and welcoming customer care to all people attending to the event

Personal attributes and Skills

* **Active Directory** – adding Users, creating groups. Password resets in a mid-sized to large organisation. Performed cross platform audits of Active Directory (AD) objects and user permissions. Moving IT equipments in different OU containers in AD
* **Group Policy knowledge** - Adding permissions to a group of staff to a particular department. Read, Write, Execute and Modify. (Confidential Material)
* **Updating Permissions for staff in N:drive** - Staff and Associates in the College and Departments have access to a shared network filespace for collaborative working and file sharing purposes. Permissions and access to files and folders on the N: drive are carefully managed by your IT support Engineers in the college.
* **Vlan** - Configuaration and Switching.
* **DHCP, DNS**. - Troubleshooting LAN/WAN and Internet Connectivity Issues
* **Ticketing System, Helpdesk Platforms** - consistently logged and monitored ticket status to ensure fast, quality resolution of every issue. Also making sure that tickets don't come out of SLA. Achieved a user satisfaction rating of 4.9/5.0 (14% higher than average); consistently logged and monitored ticket status to ensure fast, quality resolution of every issue
* **Office 365 Admin** - Assisting staff to carry out their teaching more effectively by Implementing user best practices & governance for various tools under O365 suite like Teams, OneDrive, SharePoint Online, Conditional Access, MFA, AIP, etc.
* **Skype for Business** - Assisting staff and the governing body with Skyp for business road-mapping and technical delivery of all Skype for Business channels , instant messaging, group chat, voice, video, and web conferencing. Also Troubleshooting connectivity issues with Skype for business. e.g. assisiting staff remotely to carry out speed Tests. Disconnecting and reconnecting the Network Cable. Close other programs. File-sharing applications, streaming audio or video or even just having a web browser open are all things that eat up bandwidth. Closing them frees up bandwidth so that Skype for Business can use it.
* **Microsoft Exchange** - Set global mailbox limits. Created distribution lists. Engage in administrative tasks such as adding, modifying and deleting group mailboxes and email accounts
* **Windows 7 and 10** - Providing second-level technical support for numerous amount of staff and students across multiples campuses in the college. in a mixed Mac Windows 7 and windows 10 environment
* **Firewall configuration** - Manage the firewall deployment, rules migrations, and firewall administration. Troubleshoot firewall configurations remotely supporting staff in Barnet Southate College managed firewall solutions.
* **SCCM** - Maintained SCCM client troubleshooting skills on the Windows 7 and Windows 10 platforms. Assist with network configurations to allow the broadcast of the SCCM PXE request to be forwarded beyond the local subnet. Troubleshooting SMS Client connectivity and package insallation issues by analysing corresponding logs.
* **Expertise in Microsoft Windows Server 2012 and windows server 2016**. Performed daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups. Configuring and troubleshooting VMware ESX Virtual servers.