**David Augustine**

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**Personal Profile**

I am a confident, enthusiastic, hardworking character. Currently seeking a fulltime role within a helpdesk support environment that will allow me to develop and advance within my career. I am a fast learner who enjoys learning, fixing and commutating with customers. I’ve gained allot of experience on the job throughout my years of work and I’m very excited to put these newly learnt skills into practice.

**Key Skills**

Highly IT literate with experience in an IT helpdesk environment

Knowledge of Windows XP, and Windows 7,8.1,10 Microsoft Office 2010,2011, 2013, 2016 , Apple OS Adobe software, Symantec,

Macromedia Flash, Macromedia Dream weaver and Macromedia Director at an intermediate level, Explorer & Firefox

Good understanding of TCP/IP and Wi-Fi Networks.

Good listening and communication skills with the ability to work as part of a team

Confident in making decisions, working independently and meeting deadlines

Good customer service skills gained from providing excellent helpdesk support

In-depth knowledge of documenting and upgrading hardware and software systems

Ability to thrive in a fast-paced, changing environment

**Education & Qualifications**

**03 / 10 – 08 / 10**

**Zenos IT Academy, Location**

ADITP (Advanced Diploma for IT Professionals) City and Guilds

NVQ Level 3 IT Professional

Key Skills level 2 (Communications and Application of Number)

MCDST (Microsoft Certified Desktop Support Technician)

CompTIA A+

CompTIA N+

**2007 – 2008 CISCO IT Essentials**

B –Tec diploma in I.C.T

B –Tec diploma in Business studies

B –Tec diploma in Social studies

**2005 – 2006**

B -Tec first diploma in Graphic Design

**2000 – 2005 Greenford High School**

Completed all GCSEs - Grades C - E

**Syzygy UK LTD – March 2014 - Present**

Provided technical support by identifying, investigating and resolving technical problems.

Managed Microsoft Windows Exchange server 2010 + 2016, Windows Server 2012R2

Provided hardware support to computers, printers and other devices when possible.

Built and Managed Windows Deployment Services, MDT, SCCM, Deploy Studio, Munki Deployment Server.

Managed Active Directory and Group Policy Management

Managed Hyper V server, and VMware server, VSphere Client

Good Understanding of IPv4 networking, TCP,DNS

Managing VoIP telephony, Avaya, 3cx

Responsible for installing and configuring Linux servers - Centos

Building and Managing SQL Servers

Office 365 deployment, user account creation, Managing SharePoint 2013.

Responded and handled client raised tickets using the ticket support system called Jira.

**Macmillan Publishing Oct – December –2013**

Desktop and Network support for a multi-platform environment, which entailed Windows Server 2003, Windows 2008, Windows XP Pro, MAC OSX Server plus Desktops, Mac, book 10.7 – 10.8 IOs.

Provided full spectrum of support on all major software applications for Windows and Mac platforms to include MS Office suite and Adobe productivity software packages

Hardware install and maintenance for Mac & Windows desktops, laptops, printers, scanners, projectors, digital cameras and many others peripherals

Special project design and implementation for software rollouts, hardware refresh etc

Designed and implemented company departmental core images for both Mac and PC

**September 2010 – June 2012** - **EA Sports - PlayFish Social.**

Provided technical support on desktops and laptops in a network infrastructure.

Responsible for managing 350 users internally by logging software and hardware related calls.

Managed accounts by buying Laptops and Desktops

Building Virtual Machines with VM ware, Virtual Box

Configuring and creating user accounts and emails address in Google domain.

Responsible for installing new software releases, Adobe packages, Microsoft packages, Maya packages, evaluating installs compatibility and resolving software related problems.

Adding and maintain asset tracking information (Asset Tag)

Experience with Imaging Systems Microsoft WDS, MDT or SCCM 2007.

**References** - Available on request