**ALAN JAMES THOMPSON**

Based in St Albans, Hertfordshire

**UK Mobile: 07721 657 868 e-mail:** [**alanjamesthompson@gmail.com**](mailto:alanjamesthompson@gmail.com) **Skype: sttprojects**

Highly experienced technician with a solid support background (both 1st and 2nd level, plus project work) in numerous blue-chip corporate environments in the UK and abroad, with a very wide and diverse skill-set in technical support: publishing and newspapers: (*Farmers Guardian, Construction News,* et al), films (Future Shorts), printing and publishing (Christie’s), finance (Barclays), academia (Kaplan, Nazarbayev University, LSE and the University of Liverpool) and Cosmetics (Avon) – underpinned by experience in time-critical environments (e.g. newspapers/magazines); where self-motivation, a positive response to the pressure of deadlines are essential and where customer care and a sense of urgency are paramount. Used to working either alone or in a team. Worked within corporate and SME IT teams and adhering to SLA/KPIs, with a good understanding of ITIL/SOx environments.

**Qualifications and Education**

e-Learning *Ecologies: Innovative Approaches for the Digital Age* (University of Illinois, online course)

ACTC ­– Apple Certified Technical Co-ordinator

ACSP – Apple Certified System Professional

Mac OS X Directory Services

E-mentor (Level 3) from the OCN (Open College Network – distance learning)

ECDL (Level 3) course at Southwark College (Electric Paper Test CD-Rom)

City and Guilds 7307 – Further and Adult Education Teacher’s Certificate (Stage 1)

City & Guilds 518 – Advanced (distinction) – Compositor’s Work, General Printing Theory and Science

City & Guilds 518 – Basic (credit) – Compositor’s Work, General Printing Theory and Science

O-levels: History, English Language, Mathematics

**Computer/Technical Skills (PC and Mac)**

\* Used to providing support via remote tools for desk-side visits, walk-ups, telephone and email queries

\* Build and support PC/Mac desktop/laptop, for over 12 years – face-to-face (VIP), 2nd line, remote and telephone

\* Supported MS Office 2013-2016 and Office365, Office for Mac, Google Drive, Outlook, Entourage, Gmail, Safari

\* Desktop support of Windows 7/8.1/10, TCP/IP, DHCP, AD, Exchange 2003/2007, Citrix client

\* BES server configuration and administration of Blackberry devices

\* Basic Server 2008 support of printers, permissions

\* Imaging/build/support MacBook/Pro and Air. Imaging/configuration of Dell PCs using pen drive image

\* Laptop configuration of multi-purpose devices and HP/Canon/Xerox laser printers

\* Experience of a variety of call-logging software: Magic/Heat/Remedy/OTRS/ServiceNow

\* Extensive executive support of OS X 10.8-10.14 (face-to-face and telephone) and basic OS X Server support

\* Supported Quark Xpress, Adobe Creative Cloud, Adobe Acrobat/Distiller, Extensis (Mac)

\* Experience in supporting remote offices using: Retrospect, VNC, RDP, LogMeIn and Bomgar

\* Proficient with Apple Remote Desktop 3.8 (ARD), as a local and multi-site, remote assistance tool

\* Configuration of Wi-Fi, VPN, LAN, Symantec/Sophos/Trend anti-virus software

\* Experience of iPad administration using the MobileIron console (MDM – Mobile Device Management)

\* Device configuration using the Apple Device Enrolment Program (DEP) and Apple Configurator

\* Basic Apple Mac repairs (macOS, memory and hard disk upgrades; data transfer, battery replacement, iPhones etc.)

\* Basic repairs of Dell laptops (hard disk, memory and battery)

**Profile**

\* Timely, reliable and proactive approach to both infrastructure support and project work

\* Used to working with large, cross-functional, geographically dispersed teams (EMEA/LATAM/APAC)

\* Flexible and adaptable attitude with great commitment to analysis towards final resolution

\* Excellent time-management, floor-walking and soft skills with VIPs, senior management and colleagues alike

\* Strong, self-confident, with a positive outlook and I take full responsibility for my decisions, with a ‘can-do’ attitude

\* Positive attitude towards achieving what’s needed (and more), in order to reach an effective resolution

\* Willing to go the ‘extra mile’ and I’m not afraid to make decisions when required for the benefit of the client

\* Influential in implementing changes to the present VIP/White Glove support role at Avon in conjunction with HCL

\* Full clean UK driving licence (no endorsements)

**Previous Security Clearances (all now expired)**

BT (British Telecom), Basic Disclosure, (Disclosure Scotland, from June 2007)

CTC security cleared three times and BPPS/BC clearance once

Greater Manchester Police, Counter Terrorist Check (CTC) - (June 2005 to June 2006)

BNFL, Basic Clearance (BC+) clearance from February 2005

Metropolitan Police Service, Counter Terrorist Check (CTC) clearance from June 1999 to January 2002

Signed the Official Secrets Act 1989

**Personal Interests**

Reading and Current Affairs. European and art-house cinema, modern European jazz *(Jan Garbarek, Keith Jarrett and Eberhard Weber)* and modern art *(Miro, Pollock, Kandinsky)*. Interested in everything related to PCs and Apple Macs in the education, business and personal environments (both hardware and software).

**Voluntary work whilst in Astana**

Invigilator for the UN Development Program Language Proficiency Tests (English)

*Supervised their speaking and writing exam in 2016 and 2017 for UN employees in Astana and Eurasia*

Regularly hosted a monthly *‘Conversational English’* class held by the American Corner at the Eurasian University Library in Astana. The first UK national to be invited to speak at their meetings. *Devised, organised and presented scenario-based, English-speaking classes for Kazakh students with intermediate level English.*

Companies I have previously worked for include*:* **Apple, Associated Book Publishers (ABP), Barclays, BNFL, BT, Cadbury, Christie’s, Corus/Tata, EMAP, Kaplan, LSE, Metropolitan Police, Royal Mail, UBM (United Business Media), University of Liverpool, *et al***

**Work Experience**

*April 2018 to present* **Avon Cosmetics (Global HQ)**

***VIP/White Glove, IT Support Engineer - Permanent***

Working as a Resident Engineer for Excis, I’m the first point of contact providing desktop IT support for 150+ users (White Glove/VIP support to the entire C-Suite - Global President, CEO, COO, CFO and EVPs, GVPs, VPs, EDs) – and other Senior Leadership Team members. Support of on-site and remote clients using Windows 7/10 PCs (TeamViewer/) and Apple/iOS devices (iPhone, iPads and a range of Apple Macs). Assisting with the setup of devices brought to site by visitors. Creating and solving tickets via Service Now, by telephone and email in conjunction with our 24/7, India-based, Service Desk. Troubleshooting Office365 suite, Ricoh printers and Cisco Wi-Fi issues. Support of SharePoint, OneDrive, OneNote, Office365, and Skype for Business and Microsoft Teams. Break fix/repair and deskside support of Dell laptops. Installation, Move, Add, Change and Disposal (IMACD) lifecycle using an asset database. Refreshing end-user hardware and software. Installation of software from our extensive library. Imaging Dell laptops (Windows 7/10). Providing local support (eyes and ears) for remote server/network teams (follow-the-sun). Suggested improvements in the creation of users’ AD profiles and associated AD groups. Participating in Skype-based IT meetings with other colleagues across the EMEA region. Maintaining Avaya 9608 range of IP phones, Polycom equipment and Trio 8800 conference phones. Configuration of the Polycom RealPresence AV boardroom systems including RevoLab (now Yamaha) Bluetooth speakers. Administrator for electronic ordering/download of Adobe software. Configuration of both Android (Samsung/Huawei) and Apple iPhones. Interaction with Vodafone for initial set-up and changes to mobile phones. Maintaining database of all Android and iPhone company numbers.

*February 2018 to April 2018* **University of Liverpool (London campus)**

***IT Technician (Level 2) - (Contract)***

First point of contact for the administration staff, academics and visitors for all IT services within a Windows 10 environment. PC laptop/desktop provisioning, printing, networking, telephony and all audio-visual requirements. Imaging of HP laptops. Academic software and network installations and configurations. Ricoh printer set up, fault diagnosis and error fixing. Windows, iPhone and Android smartphone/tablet support for students. Monitoring incidents and requests assigned by the Service Desk and resolving these tickets using ServiceNow; in conjunction with a team of Support Analysts. Maintaining an accurate inventory of all hardware. Building facilities management responsibilities including: air conditioning, Mitel telephones, CCTV and lighting. Approached for full-time position with Excis.

*September 2017 to January 2018* **London School of Economics and Political Science (LSE)** ‡

***IT Support Officer (Level 2) - (Contract)***

Employed on short-term contract to help with the influx of new students at the start of term. Part of an academic support team with responsibility for over 10,000 staff (Deans, Vice-Deans and all academics) and students’ laptops. Responding to requests via our ticketing system (Hornbill – SupportWorks, and now Cherwell) both by email and telephone. Diagnosed and resolved problems with PC/Mac software – Office365, bespoke academic applications, hardware and printer problems. Setting up new user accounts, adding and deleting machines in AD. Configured various computers (Apple, HP and Viglen) and printers (Canon PaperCut and HP). Responsibility for the physical security of both computers and monitors. *Contract renewed.*

*January 2016 to August 2017* **Our house was sold and I went back to Astana. I returned to the UK in September 2017**

*July 2015 to December 2015* **Barclays Technology Centre,****Radbroke Hall, Knutsford, Cheshire**

***iPad Support Engineer (Level 2) - (Contract)***

Involved in one of the largest banking rollouts so far, of 9,500+ corporate iPads. Customer-focused engineer assisting on a new build and deploy project using a combination of Apple’s Device Enrolment Program (DEP) and MobileIron’s (MDM Core) software interfaces. Inventory checks and configuration of devices. Updating and testing of Apps for the ‘whitelist’. Dealing with post-project questions and queries from users by email and tickets, whilst minimising disruption to users. Hosting 1-hour ‘surgery’ calls for users to remotely dial into. Providing technical support to iPad users in the UK, via telephone and emails. Ensuring strict adherence to the organisation’s policies and processes around both security and data protection. Attending daily CAB calls regarding the project’s status. Using the ticket handling system (ServiceNow) and ensuring that the escalation process is followed. Generating PIN details for Good email software.

*January 2015 to June 2015* **Returned to the UK to re-decorate our house in Preston, after multiple tenants had lived in the property.**

*January 2012 to December 2014* **Nazarbayev University, Astana, Kazakhstan**\*

***2nd Line IT Support Manager - Level 2 (Permanent)***

One of ten, 2nd line IT Support Managers working for **NULITS** (Nazarbayev University Library and IT Services), supporting the English-language **UCL School of Engineering** **(SEng)** which included Dean, Vice-Deans, COO, all academics and administrative staff – 100+ machines. Responded to requests via our ticketing system (OTRS). Diagnosed and resolved PC software and hardware problems. Re-imaged and downloaded/installed software. Set up new user accounts in AD. Wrote user documentation. Xerox/Canon device configuration. Desktop configuration of various computers (Dell, Acer, HP, Fujitsu). iPhone, iPad and Samsung Galaxy tablet devices. Configured Epson whiteboards, PolyVision and Promethean interactive boards, which used Doceri. Lecture theatre set-ups for Professors' tutorials. Installed and maintained NU anti-virus software (individual and server-based) Microsoft SCEP and Sophos. Resolved Office 2007/2010 and Google Mail problems. Maintained the student computer laboratories (currently 160+ machines, 5 floors, 65+ offices/ classrooms). Resolved Apple Mac connectivity issues and carried out repairs (memory/battery/data recovery. Recently transferred to the English-language **UCL-run Centre for Preparatory Studies** **(CPS)** carrying out the same job functions.

*June 2009 to October 2011* **Kaplan Higher Education International**

***2nd Line Technology Support Technician (Permanent)***

Imaging of Dell desktops/laptops using Norton Ghost. Taking ownership and resolution of incidents generated by our call-logging software (ITIL compliant). Desktop support of all PCs (both desktop and laptop), Macs (iMac and laptops) and MS Server 2008 administration at Kensington Village; plus remote support (via GoToAssist) for sites in Glasgow, Sheffield, Liverpool, Nottingham, London, Dublin, Bournemouth and Brighton and also China, Pakistan, India and Hong Kong. Assisting with a Windows 7 and Office365 upgrade. Supporting Board members (CEO, CIO, CFO and SVPs in Europe) and other visiting overseas staff. Responsible for BES initial configuration and purchasing of all Blackberry devices. Configuration of new user, leaver accounts and password resets in AD. Using Apple Remote Desktop (ARD) for Mac administration and GoToAssist/RDP for PCs. Running MS Office 2003/2010, Office for Mac 2011 and Citrix. *Resigned to take up the position in Astana, Kazakhstan*.

*April 2009 to June 2009* **Future Shorts**

***IT Support (completed interim contract)***

2nd line day-to-day support for a short film events and distribution company, mainly Mac-based network with a few PCs. Specified the installation of structured cabling, VoiP phone system and BT Net server. Wireless network connectivity. Maintained laptops and G5 on OSX 10.6. Supported the Owner/Creative Director, MD and all staff.

*October 2008 to April 2009* **Christie’s International Auctions & Sales**

***Mac Print and Media Technology Manager (completed interim contract)***

Standing in for the manager who was on long-term sick leave. Researched a project to upgrade from OS 10.4.1 to OS 10.5.5. Co-ordinating Leopard 10.5 upgrade deployment strategy. Chaired meetings with 3rd party suppliers and other colleagues in the US (via videolink). Software supported: Adobe Creative Suite, Quark, Office 2004. Providing 2nd and 3rd line support to all internal employees that use Apple Mac software across EMEA (follow-the-sun), within a mixed PC/Mac environment – 500+ machines. Troubleshooting, researching, analysing and resolving software and hardware problems. On-site support for the VIP Executive Group and other senior members of staff. *(See my LinkedIn endorsement from Andy MacRae).*

*June 2007 to October 2008* **BT Operate (Sheffield Command Centre)**

***2nd line* *Application Support (Customer Experience Management Centre)***

Diagnosed and resolved any faults as they arise, utilising case records and diagnostic tools such as NetCool/OMNIbus call logging (now HP Openview), Using Veritas clustering and Clarify software. Escalating where appropriate to application/system experts and reporting and administration of major incidents to (Service Operations Managers and Major Incident Managers). Transferred to the BT Openreach.

*October 2006 to June 2007* **Royal Mail Group** (completed contract)

***Deployment Engineer/Floorwalker (Security Cleared – BPSS)***

Part of a 10-strong deployment team carrying out upgrades from Windows 98/2000 to Windows XP at Chesterfield and Sheffield to 1000+ staff. Customer service and desktop support skills. Data transfer, desktop re-configuration/updating via scripts, floor-walking, post-installation follow-up. Assisting in the upgrade and migration of users’ Lotus Notes data. Appointed Assistant Team Leader. **Contract extended three times.**

**Cadbury Trebor Bassett** (completed contract)

***Floorwalker, Technical Support***

Part of a project team providing post-installation advice on an XP rollout in Sheffield to 250+ staff, from board level members and all employees. Also assisted in the migration from Lotus Notes to Outlook 2003. Removal of user’s existing machines. Desktop configuration via scripts, floorwalking, troubleshooting, training and technical support – pre-migration and post-migration of data. Validation of MS Outlook 2003. **Contract extended twice.**

**Corus/Tata Steel** (completed contract)

***Deployment Engineer/Floorwalker***

Assisted in a 200+ machine multi-site XP rollout in Rotherham. Desktop configuration, with pre-configured scripts; floor-walking, troubleshooting, technical support, post-installation. Also migration of Lotus Notes and Office 2003.

*January 2006 to October 2006* **CMPi – United Business Media**

***Systems Administrator***

**Invited back a fourth time by UBM/CMPi. Renewable six month rolling contract.** Worked as the Acting Technical lead on a 200+ machine Mac infrastructure deployment and upgrade to OSX 10.4.6 to 10.5 and additional hardware on several sites (Preston, Tonbridge and London). Configured of individual G5 Macs and laptops. Font management (Suitcase), upgrade definitions for Sophos. Some project management work. Chaired progress meetings and discussions with third-party suppliers and management. Entourage/Office configuration. Purchased specialist software.

*April 2005 to December 2005* **CMPi – United Business Media**

***Senior*** ***Support Analyst (2nd line support*** *–* ***telephone/face-to-face)***

**Invited back for a second time here and the third time for UBMI/CMPi**. 2nd line desktop support/helpdesk function in a Windows NT network, 98, 2000 and XP desktop support environment. (70 Macs and PCs in Preston) and management of configuration and fault resolution problems at Neston, Wirral (120 PCs) and Manchester – Salford Quays (20 PCs). Desktop configuration for Citrix, MS Office and Outlook.

*January 2005 to April 2005* **BNFL/Nuclear Decommissioning Agency (Springfields, Preston)**

***Desktop Engineer (Security Cleared – CTC)***

**Abbey Life (Bradford, Liverpool) Mecca Leisure and the CPS**

***Customer Engineer/Auditor (Security Cleared – CTC)***

***Rollout Engineer***

*January 2003 to December 2004* **CMPi – United Business Media**

***Support Analyst (1st line helpdesk telephone/face-to-face)***

Provided 2nd line desktopsupport to 100+ Apple Macintosh users on three sites; Tonbridge, Ipswich and Preston.

*June 1999 to December 2002* **Metropolitan Police Service**

***Forensic Computer Analyst (Security Cleared – CTC)***

***Forensic Telephone Analyst (Security Cleared – CTC)***

Involved in producing reports using computer-based evidence software (EnCase) for production as evidential material for Courts of Law. Imaged Macs and PC. Attended Crown Court several times as a successful prosecution witness. Assisted in the procurement, testing and maintenance of the laboratory resources. Transferred to the Project Support Laboratory (mobile phones). Carried out pre-examination of mobile phones for evidential purposes.

**The first contractor ever to be invited back to work in this specialist department.**

*April 1998 to May 1999***European Apple Assistance Centre**

***Technical Support Analyst (completed contract)***

Resolved customers’ technical problems over the phone at the European Apple Assistance Centre, based outside London. Apple then moved their operation to Paris. **One of only a handful of contractors ever to be invited back on a rolling contract.**

+ ‡ References are available for these two jobs:

**References (Technical)**

**\* Dr Askar Boranbayev**

*Deputy IT Director,* Nazarbayev University, 53 Kabanbay Avenue, Astana 010000, Republic of Kazakhstan.

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‡ **Angela Aubertin**

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