**George Willis | IT Technical Consultant**

**Location: Eton Wick, Berkshire**

**Telephone: 07565 838 009**

**Email: George\_Willis@live.co.uk**

Professional profile

A Microsoft Certified Professional with more than 5 years of experience. Involved in many different aspects of IT throughout their career, ranging from 1st, 2nd & 3rd line support, to technical consultancy and pre-sales.

Primary focus on Microsoft cloud infrastructure/technology, with skillsets into other areas. Has an aptitude for excellent customer service creating close relationships with the customer base and colleagues, whilst delivering timely and efficient technical services.

Has a clean driving licence.

IT/Technical skills

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| --- | --- | --- |
| * **Windows Server** * **Microsoft Hyper-V** * **Windows Operating Systems** | * **Active Directory, DNS, DHCP** * **Network Infrastructure** * **Network/Mobile Telephony** | * **Office 365** * **VMware** * **Microsoft Exchange** |

Career summary

**June 2018 – Present Creative Computing Solutions (Burnham, Berkshire)**

**Technical Consultant**

*Outline*

Reporting directly to the technical manager, acting as a primary point of contact for all of Creative’s technical customer base, providing technical support and consultancy at all levels, delivering projects to the customer base and providing pre-sales consultancy to sales team members.

*Key responsibilities*

* Form close relationships with Creative’s customer base and deliver exceptional service in all areas.
* Work in presales consultancy to identify a customer’s needs and offer a solution that works for them.
* Ensure all queries, support, consultancy or pre-sales are logged and dealt with in an efficient manner.
* Support Creative’s ERP / Financial software team and customers.

*Key achievement/projects*

* Project planned and delivered a simultaneous 100+ user Office 365 migration and Windows 10 upgrade utilising Windows Deployment Server.
* Created strong bonds with Creative’s customer base where customers will call and ask for myself directly.

**November 2017 – May 2018 Timico Technology Group (Winnersh, Berkshire)**

**Technical Pre-sales Advisor**

*Outline*

Work underneath the lead pre-sales architect and assist with projects and workflow, attend client meetings with sales team members to provide pre-sales support.

*Key responsibilities*

* Assist Lead Pre-sales architect with proposal documents / projects by creating statement of works documents and work breakdown structures.
* Attend proposal / pre-project customer meetings with sales team members to ensure all stake holders understood the implications of undertaking said proposals / projects.
* Meet with customer base wanting to migrate to cloud based computing, identify and propose suitable solutions.
* Provide budgetary / indicative pricing to customer base and sales team.

**September 2015 – October 2017 Virtual Tech Solutions (Ickenham, Middlesex)**

**Service Desk Analyst**

*Outline*

Provide 1st and 2nd line support to Virtual Tech’s Customer base.

*Key responsibilities*

* Management of caseloads that included tickets from over 50 customers.
* Daily handling of problems on a prioritized basis.
* Handle ticket escalations from 1st line engineers.
* Working with technologies such as Windows 7 and 8; Server 2012, 2008 and 2003; Active Directory; DNS; DHCP; Wireless Networking; Anti-Virus; Anti-Spam; VPNs, VMware.
* Mentor junior engineer.

**September 2014 – September 2015 Rugby Football Union (Twickenham, Middlesex)**

**Service Desk Analyst**

*Outline*

Day to day logging and prioritising of tickets, providing 1stline support and escalating incidents to senior team members as needed.

*Key responsibilities*

* Logging of Staff IT support queries.
* Managing ticket escalation.
* Provide 1st line support to internal staff.
* Daily use of active directory, Microsoft exchange, SharePoint, Windows etc.

**February 2013 – September 2014 Care Computers (Windsor, Berkshire)**

**Support Engineer**

*Outline*

Logging of customer service requests and incidents, providing 1st line support.

Certifications

* **Microsoft MCTS: Windows 7**
* **Microsoft MTA: Networking Fundamentals**
* **Microsoft MTA: Operating System Fundamentals**
* **vSphere 6: Install, Configure, Manage**
* **MS-100: Microsoft 365 Identity and Services (Pending)**

References available on request