SHYAM PATEL

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South Harrow

Middlesex, HA2 9NS

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**PROFILE**

A highly motivated individual who is focused, conscientious, flexible and enthusiastic, seeking a challenging IT position. Varied skills with the ability and desire to learn more and works hard to complete tasks on time. Ability to work well within a team or individually and can take ownership of problems and see them through to resolution. Excellent time management skills; can prioritise tasks and am able to effectively communicate with both colleagues and clients.

# WORK EXPERIENCE

**The And Partnership London** December 2016 – Current Date

7 Rathbone Street, London, Desktop Support Engineer (2nd Line Support)

W1T 1LY

* Day to day management of the Office IT infrastructure
* Windows 2008 Server, MAC OSX, Active Directory, roaming profiles, Firewalls, offsite backup solutions, spam/virus protection.
* Client site visits to administer/upgrade any equipment, as well as support them in any IT issues they may be experiencing. Regularly requested by regular clients for IT support with very positive feedback regarding my high-quality work and follow up service.
* Use of Active Directory to administer users’ profile, create new joiners, unlock accounts, reset passwords, server access, computers and group policies, as well as Desktop/App Management.
* Knowledge of Sophos/Filevault, laptop encryption using Sophos in the Cloud.
* Aiding infrastructure support with moving Sophos Anti-Virus into the Cloud.
* Building and configuring network ports, switches, routers, amending VLAN’s for certain user profiles.
* Setting up board meetings for senior management at an offsite location for a global management conference.
* Installing and troubleshooting software, for example Microsoft Office and the Adobe Creative Suite.
* Support and configuration of Desktops, Laptops, MacBook’s, iPhone and Cisco Call Manager.
* Backup Software, partitioning, system recovery and Tape rotation Management.
* Assisting with IT support for new national and international client sales presentations with positive feedback from clients and regular requests for my input

**Boden Ltd.** February 2016 – December 2016

114-120 Victoria Road, London Desktop Support Engineer (2nd Line Support)

NW10 6NY

* Administration and management of the Office IT infrastructure, including use of Active Directory and building and configuring network ports, switches and routers.
* Use of VMWare, running Windows 7 for archiving network drives to free up data on the servers.
* Providing remote support of our remote Windows 2008 servers and providing desktop support of 500 employees.
* Organising senior management board meetings at offsite locations

**IBM @ Ogilvy and Mather** August 2013 – February 2016

Sea Containers House, 20 Upper Ground, Desktop Support Engineer (2nd Line Support)

London, SE1 9PD

* Day to day organisation and management of the Office IT infrastructure
* Use of Active Directory to administer users profile, create new joiners, unlock accounts, reset passwords, server access, computers and group policies, as well as Desktop/App Management and JAMF Casper.
* Use of Service Now.
* Providing support of our remote Windows 2008 servers and providing desktop support of 1800 employees.
* Installing and troubleshooting the company Cisco AnyConnect Secure Mobility Client VPN Software, accepting the certificate, and ensuring user log in details work and are correct.
* Setting up new employee’s profiles via Active Directory as well as building machines for their arrival.
* Use of CrashPlan to restore user data from Cloud.
* Setting up Video Conferences for client calls in other countries using a Cisco Video Conferencing Unit.
* Use of VMWare
* Knowledge of Sophos/Filevault

**Ladbrokes PLC** 17th September 2012 – 27th August 2013

Imperial House, Imperial Drive, Service Desk Analyst – 1st Line IT Support

Rayners Lane, HA2 7JW

* Management and maintenance of the Office IT infrastructure
* Support and configuration of Desktops, Notebooks, Blackberry and telephony equipment’s.
* Troubleshoot of the IP telephone system (AVAYA and MERIDIAN) for all head office staff and liaising with the Helpdesk call centre team.
* Lotus Notes support, installation, account administration and Webmail services.
* Management of the PC maintaining functions and liaise with all business partners and resellers. Replacing new hardware such as PC, scanner, printer and adding them into local domain controller.
* Hardware maintenance rebuilds and upgrades of both workstations and servers.
* Maintaining Backup Procedure through company policy and using VERITAS Net Backup solution, which includes daily, weekly and month backup schedules.
* Backup Software, partitioning, system recovery and Tape rotation Management.
* Deploy and Maintain Symantec antivirus, firewall software and dealing with malicious threats.
* Application support for Oracle Financials Suite including Financial, Discoverer & ADI

# EDUCATION

**University of Westminster**

BSc Computer Science with Honours September 2008 – May 2012

Dissertation: Created improved Argos IT system with automated payment functionality.

**Harrow Weald College**

Applied ICT September 2006 – 2008.

Diploma in Digital Applications September 2005 – July 2006.

GNVQ Information Technology September 2004 – July 2005.

**Nower Hill High School** September 1999- July 2004

9 GCSE’s including Maths, English, Science and ICT.

# INTERESTS/HOBBIES

I enjoy a variety of things including going to the gym, listening to music, swimming and playing badminton.

# REFERENCES

Available on request.