PARESH PATEL

30 Merlins Avenue

Harrow

Middlesex

#### HA2 9ES

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#### 

**CAREER SUMMARY:**

**-Claranet Ltd** Aug-ToDate

*Technical Support Engineer*

Maintaining and supporting Claranet internal staff on a day to day basis

Processing support requests on ServiceNow

Troubleshooting and administration of hardware and software including Win7/10 ,Windows Server 2008-2012,AD,Administration,MS Office 2016 (Office365) and SCCM admin tools

Installation and deployment of workstations,laptops and other IT equipment, including network and phone cabling and patching

Support mobile devices (iOS) iPhone

**-Griffins Plc** Oct15-July17

*Standalone Desktop Support Engineer*

Providing desktop support to 55 users for this insolvency and forensics firm

Department desk moves and some exposure to Google Apps

Reconfiguring and patching in the comms room

Project work - creating IT documentation

Troubleshooting around Iphones and Andriod

Reimaging and building new computers

Liaising and working with our external IT support company

Application Support – IPS and Filestream

Minimum exposure to Ipads,Imacs

**-Sycura Ltd (contract)** June15-Oct15

*2nd line IT Support Specialist*

Providing IT support for 20 clients across the London area in regards to software and

hardware related issues ie MS, AD,Exchange,Office365,Server 2008,2012 backups etc

**-EuroCarParts Ltd** Dec13 – June15

*2nd line IT Engineer*

Technical Support for 5000 users across 200 sites dealing with hardware/software issues

Setting up IT equipment on site for new branches,configuring and testing all equipment

Desktop/Laptop builds,deployments,migrations,upgrades,application/systems testing

Providing support on XP,Win7, Win8 & office365 and bespoke K8 system & VIP support

Using Active Directory to set up users, changing OU’s, permissions, remote support etc

Patching cables for new setups ie patch panel,switches etc in the comms room

Technologies used DHCP,DNS,TCPIP, mobile platforms ie blackberries,android etc

***-*U-POL Products Ltd (contract)**

*2nd line Support Engineer*Aug13 – Nov13

Building and configuring Win7/8 notebooks

**-Securitas Security Ltd (contract)** Oct12 – Aug13

*Technical Support*

Working on a Migration Project to change from Lotus Notes to Outlook

Copying all there contacts/calender from Notes to Outlook using a migration tool

Migrating there blackberry using the BES wiping and activating

**-Money Debt and Credit Ltd** April12 - Sept12

*Desktop Analyst*

Working in a team of 4 engineers, I was responsible for supporting around 500 users over 2 offices, taking around 200 calls a day

Proficient in providing 1st - 2nd level support with all IT related issues ie hardware & software

Providing full support on all Office products 2003/2007 and 2010

Responsible for creating and maintaining user accounts within Active Directory

Involved in ordering new desktops/printers for the business

Keeping an up-to-date spreadsheet on all IT equipment new and old machinery

Configuring and deploying Avaya VOIP phones at user desks

**-Matthew Arnold & Baldwin Solicitors** July11 - April 12

*Technical Support Engineer*

Providing technical support to solicitors,partners,directors and legal staff of over 350 users

Providing software support on Bighand, Workshare, Carpediem, Citrix and Office 2010 products

Blackberry Enterprise Server administration including blackberry faults and deploying security policies

Rollout on bighand (digital dictation) upgrading the firmware on the device

**-National Childbirth Trust (contract)** Nov10 - June11

*IT Officer*

Creating network/email accounts for new starters using Active Directory & Exchange

2nd line support - building new laptops/desktops, installing Office 2010, deploying desktops at users desks and full installation and testing

**-Plan-Net Ltd (ITIL)** Jan07 – Sept10

*Senior Support Engineer*

*Client Sites*: Roche/Tate Britain/Scania GB Ltd/Bank of England/Pearson Ltd/

IPCT(NHS)/City & Guilds/Arts Council of England/RFIB Ltd/Walt Disney/Treasury Solicitors/YJB/Satellite I.S/Ladbrokes Ltd/Uxbridge College/Withers/RBS-Back Office/

Providing IT support for a wide range of clients from 1st/2nd and 3rd line support

Deploying Desktops/Laptops/Setting up docking stations to desks

Legal systems used at Withers and TSol were I-Manage and Filesite

Installing software on machines remotely (RDP) & Deskside

Installing & Configuring Blackberry/Palm & other handheld devices

Involved in a XP Rollout/Migration Project which involves replacing hardware

Imaging hard drives using Ghost software

Swapping out old equipment and installing & configuring new PC's

Configuring Outlook profiles & installing printer drivers

Building/Desktop installs and maintaining PC’s

Patching up VOIP phones and dealing with connection problems

Building and configuring PC’s via deployment console/laptop installations

Rollout new Symantec antivirus (SEP) on 1000 machines

Using desktop migration manager to deploy software via MS Server 2008

Imaging desktops to Office 2007 from Office 2003

### **EDUCATION AND QUALIFICATIONS:**

-**Hertfordshire University**  1994-1997

*B.Sc. (Hons) Information Systems (Computing) – 2i*

-**Lea Manor High School** 1986-1990

*6 GCSE passes (Including Maths & English)*

-**Luton Sixth Form College** 1990-1991

*2 GCSE passes*

*Word Processing/Typewriting - Distinction (First Class)*

*Business Studies - Merit*

-**Barnfield College**  1991-1994

*BTEC First Diploma, Business/Finance - Merit*

*BTEC National Diploma, Business/Finance - Pass*

### **REFERENCES:**

*(Referees available on request.)*