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61 Butler Road,

Harrow,

HA1 4DS

# **Personal Profile / Interests**

I have been working as an IT professional for over 20 years, within ‎Finance, recruitment and entertainment sectors. I joined Impellam in 2015. Previously, I worked at Walker Crips for over 15 years, getting involved in various projects from VoIP rollouts, office moves, email archiving to setting up Business Continuity Site.

I am dedicated, honest, punctual, hard-working and pragmatic in my work. But, most of all, I am reliable and a quick learner. I have a positive attitude and enthusiasm towards my work. I look forward to learning new things and facing new challenges. I have thoroughly enjoyed leading the impellam field services teams recently, particularly upskilling each individual.

I have taken a year out to look after my son and with that year ending i am now looking for my next opportunity. I also enjoy various types of films, music and entertainment in general.

# **Education and Training**

**2011 – 2012 Outlook 2010 & Excel 2010**

**September 2010 Planning and implementing windows server 2008**

**October 2006 Xpertise.co.uk Helpdesk Desk Institute**

Supporting Users Running Applications & MS Windows XP Operating System

**April 2004 Helpdesk Desk Institute**

Helpdesk/Support Customer Skills

**February 2003 – May 2003 Just I.T. Training**

**Networking Professional Program**

Hands on experience and training in the following industry recognised professional qualifications:

Symantec enterprise vault

M.C.P. (Certified - Windows 2000 Professional and Server)

Exchange 2003 / 2010

Symantec Backup Exec

clearswift secure email gateway and secure web gateway

windows 7 / 10

Croydon College RSA Computer Studies Merit

BTEC Computer Studies Pass

Dunraven Secondary B and C grades

# **Employment History**

**Date: December 2015 – February 2018**

**Company: Impellam Group Ltd**

**Position: Field Services Team Leader (London) / Lead Engineer**

I am responsible for the Field Services London Support team. This means developing and up-skilling my team, both technically and delivering a good service. Managing day-to-day operations, my role covers the following:

* Reporting to IT Service Delivery Director
* Dealing with high impact and urgent incidents escalation (including on-call emergency IT out-of-hours service)
* One-to-one regular meetings with each analyst (weekly basis) and fortnightly team meetings
* Maintaining documentation of best practices, processes, and procedures
* ensuring all main sites had sufficient cover
* Active Directory – Computer Objects, Distribution List, User Accounts, Organisational Unit & Security.
* Office 365 administration
* AVAYA VoIP administration,
* Microsoft – Mobile Device Management Console (Intune) for Android and IOS devices
* MS Exchange 2010 and Mimecast Administration (Email Archiving)
* Projects involvement – Rollout of Windows 7 / 10, New Lenovo desktop rollout
* Visiting the different sites to perform upgrades, maintenance, diagnosing faults and office moves.
* Mobile Device support,
* Creating guest wifi access accounts,
* VIP Support
* Skype Support

**Date: March 2014 – December 2015**

**Company: Mizsu Ltd**

**Position: IT - Support**

* A startup company, I performed the general IT support duties
* Network and system documentation
* Laptop build / maintenance
* Backups,
* Assist the Project manager by taking notes, helping to monitor project progress
* responsible for providing solutions to software and hardware faults
* phased migrations and deployments

**Date: November 1998 - August 2013**

**Company: Walker Crips stockbrokers Ltd**

**Position: Senior Systems Support Analyst**

As a support Analyst, I planned and managed multiple software rollouts e.g. office 97 - 2007, windows 3.1, windows 95 to windows 7 environment, financial market systems for our dealers fidessa, reuters to bloomberg and our VoIP installation. Outside of any projects, I provided Business As Usual 2nd and 3rd line support for our 200 + users

* Managed numerous enterprise level projects,
* Responsible for supervision of day to day operations,
* Mentoring the junior members of the team,
* Managed a team of 6 between 3 offices reporting directly to the General Managing Director,
* Network and system maintenance / troubleshooting LAN/WAN on HP and Cisco platforms (2900, 2800, 3650, 5400)
* Installed and Upgraded our domain from Win NT - 2000 - 2003 - 2008 and just started introducing 2012 domain controllers,
* Multiple Desktop upgrades from Windows 95 – Windows 7,
* Managed several migrations and upgrades of trading software,
* Organised and successfully coordinated multiple office moves,
* Mobile support, Blackberry, Android, IOS,
* Planned and installed numerous applications, MS Exchange 5.5 / 2003 / 2010, Symantec Enterprise Vault v 8/9/10, McAfee EPO, Clearswift Secure Email and Web Gateways, Office 2007, Visio 2007, Sage, Symantec Backup Exec,
* Responsible for all SQL builds and administration,
* Rebuilding of group policy,
* Support of Market data systems, Bloomberg, Fidessa, Thomson Reuters, Thomson Eikon.
* Managed diverse range of migrations – including communication links, data backup solutions, servers and desktop virtualization
* Defined and migrated our backup strategy from arcserve to backup exec
* Set Up business recovery site, arranged hardware and communications,
* Server builds, management, migrations
* Evaluated software for the firm
* Planned our VoIP installation and rollout, (Avaya) coordinated timing and resources between external and internal teams, evaluated hardware, worked directly with support companies to coordinate upgrades and maintenance
* Coordinated network upgrades, hardware, and software
* Arranged and provided training to internal users

# **Previous employment**

Aug 1998 – Nov 1998 Systems engineer Seeboard / computercenter contract

Aug 1998 – Aug 1998 Systems engineer Liverpool Victoria Insurance contract

July 1993 – Aug 1998 Technical Support Engineer MCPS Permanent

References available on request