**PHILIP CHAPLIN**

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**PERSONAL PROFILE**

A highly motivated professional with the 1st line support experience with a drive to deliver excellent standards of service, A natural team player as well as confident to work on own initiative with in-depth understanding of customer support principles. Hard working, committed and able to represent company’s interests while prioritizing customer’s satisfaction. I am now seeking a role which will enable me to adapt my current skills and further develop my knowledge of IT practices.

**KEY SKILLS**

Able to provide 1st & 2nd line support to business users, Inventive and self motivated with an eagerness to learn about the new products and systems.

**EDUCATION & TRAINING**

**Staffordshire University 2019-Present**

* BSC Hons Information and Communication Technology (Top-up)

**Staffordshire University - 2017- 2019**

* University Diploma in Computers (Distance learning)

**Home Learning- 2016- Present**

* MSCA Windows 10- **Present**
* ITIL foundation certification- **Present**
* BTEC Level 3 IT Award – Computer Systems
* Open awards Understanding PC Technology Level 3
* Certificate in Windows 7 Operating system
* Level 2 Certificate in computer Networking
* OCR Essential IT skills Level 2
* Foundation course for IT Technicians
* My SQL Database for beginners
* Diploma in Cyber Security
* Professional Diploma in Information Technology
* Azure SQL

**Vision2 Learn College 2012-2013**

* Business and Administration Level 2
* Customers service Level 2
* Equality and Diversity Level 2

**The Morrison’s Academy Apprenticeship NVQ Level 2 2009-2010**

* Diploma in Retail skills Level 2
* BTEC Certificate Level 2
* Math and English GCSE

# College of North West London 2006-2007

# Level 3 Advanced Diploma for I.T Practitioners (ICT system support)

### Copland School 2005-2006

#### GCSE

**WORK EXPERIENCE**

**Atos IT Solutions and Services Limited, 1st Floor, 1 Drummond Gate July 2019-Present**

* **Desktop Engineer (Temporary contract)**
* Supporting NS&I site
* Supporting Windows 10
* Supporting Office 365
* Citrix XenDesktop
* ServiceNow tickets
* Active Directory - managing user and computers
* Build workstations and deploying software
* Imaging and configuring PCs, laptops
* Setup Apps for Samsung mobile phone.
* Windows Server 2008

**Royal College of Veterinary Surgeons Belgravia House, London, Mar-2019 -April 2019**

* **Service Desk Engineer (Temporary contract)**
* 1st line Support,
* Troubleshooting.
* Service Desk tickets.
* Setting AV equipped meeting rooms, setting up display screens.
* Connecting client's laptops.
* Supporting Office 365,
* Printing hardware and configuration.
* VoIP Phones.

**Tread Networks Ltd, Ickenham House 2, High Rd, Uxbridge, Aug-2017 -Dec 2018**

**IT Support Engineer – (Permanent) Made Redundant**

* 1st/2nd line IT support
* General troubleshooting such as application installation and software updates,
* Remote troubleshooting within Windows 7&10,
* Face-to-face Desktop Support.
* Supporting MS Office10, 2016, Office 365,
* Desktop build.
* Deployment Windows 7 to Windows 10.
* Escalating IT issues.
* Setup and Configure Mobile devices,
* Troubleshooting all Printers and photocopiers.
* Setting up Till machines.
* Support offices move.
* Troubleshoot hardware and software faults, virus & malware infection.
* Creating and maintaining user accounts using AD,
* Troubleshooting laptops,
* Support HP & Dell Printers/ installation wireless printers.
* Where necessary provide guidance and training to end users.
* Assist other Technology Infrastructure colleagues where possible.
* Support with PMX systems.
* Support the AS400 Systems.
* Networking TCP/IP, DNS, physical patching and troubleshooting.
* Providing network support switches, routers/IP
* Phone system management (creation and removal of phone extensions
* Maintaining physical network and telephone cabling, switches and hubs.
* Solve application issues including Microsoft Office and 3rd party applications.
* Encryption, Anti-Virus, Bit Locker Encryption.

**CC Engineering Limited, 215 High St Yiewsley West Drayton, May – 2017- Aug-2017**

**Junior Desktop Support Analyst – (contractor)**

* 1st line Support
* Active Directory 2012 R2
* Setup PCs/Laptops for new staff,
* Perform IT desk moves for all users within the organization.
* Install, upgrade and support Windows 7 and above
* Providing responsive to IT supports for 500+, encrypting all hardware.
* Installing, setting up, troubleshooting and resolving issues on laptops.
* Resolve incidents with photocopiers.
* Preparation of IT equipment.
* Manage user accounts in AD by and deleting accounts.
* Maintain the fault records, updating and closing faults as required

**Clever ICT LTD, Greys Essex, Mar - 2017 –Mar-2017**

**Junior ICT Technician (Temporary contract)**

* Support Woolmore & Coupus primary Schools.
* 1st line support to Schools.
* Logging and responding to requests in a ticketing system.
* Monitoring and maintaining the School’s ICT systems;
* RM Management console
* Reset passwords.
* Installing new apps and software,
* Perform Backup on all data using Redstor backup & backup assist, Paxton backup.
* Troubleshooting both hardware and software problems.

**The Children’s Society, Edward Rudolf House, London Oct - 2015- Nov 2016**

* **HR Administrator (Studying & career change into IT)**
* Support with answering call within HR shared services.
* Enroll new starter into an pensions system,

**ATA Recruitment Agency LTD East Acton, London July- 2014 - Dec - 2014**

* **Resource / Administrator (Permanent)**
* Pre-screening, interviewing candidate over the phone and short listing.

**Morrison’s, Acton king Street October-2008-July 2014**

* Delicatessen Assistant **(Part time)**
* Meeting and greeting Customers Achieving Excellence customers service standard.

**HOBBIES AND INTERESTS**

During my spare time, I enjoy going out with friends, playing Guitar in my church, and reading. Additionally, I enjoy playing football.