CURRICULUM VITAE

PERSONAL

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#### **KEY SKILLS**

## SOFTWARE AND OPERATING SYSTEMS

MICROSOFT WINDOWS SERVER, EXCHANGE, ACTIVE DIRECTORY, WINDOWS 10, WINDOWS 8, WINDOWS 7, OFFICE 2016/ 2013 /2010 / 2007, OFFICE 365, LOTUS NOTES, MS OUTLOOK,

MS LYNC, MCAFEE, TEAMVIEWER, AVAYA, MS TEAMS, SKYPE FOR BUSINESS, SHAREPOINT, CITRIX, HYPER-V MANAGER, SIMS, BOMGAR CLIENT, DAMEWARE REMOTE CONNECT, TOPDESK, REMEDY, SERVICENOW, SAMANAGE, LANDESK, SNOW, PAPERCUT PRINTER SOFTWARE, SYMANTEC GHOST, MOBILEIRON, MAAS 360, BECRYPT / BITLOCKER / CHECKPOINT MEDIA ENCRYPTION.

## SERVER / PC / LAPTOP / HANDHELD DEVICES

HP, LENOVO, DELL, APPLE, SAMSUNG, PANASONIC, WYSE, THIN CLIENT, MOBILE DEVICES, POLYCOM VC AND THIRD PARTY EQUIPMENT.

## PRINTERS

HP, LENOVO, RICOH, CANON, APPLE, KYOCERA AND THIRD PARTY EQUIPMENT.

##### ADDITIONAL INFORMATION

I am a proactive, confident self-starter who works well in a team as well as on my own.

Outgoing and reliable, with excellent communication skills to all levels.

#### I hold a full driving licence and my own vehicle.

#### References to be obtained on request.EMPLOYMENT HISTORY / EXPERIENCE

Date : **21st May 2019 – 16th August 2019**

Company : **Ultra Electronics Command and Sonar, Greenford, UB6 8UA**

Position : **IT Support Technician – SC cleared (Contract)**

# Job Description: -

* 2nd line Desktop support for all Infrastructure at Greenford and High Wycombe sites.
* Assisting with Windows 7 to 10 Upgrade, Installation, rebuilds and data transfer.
* SCCM builds on Dell and HP Laptops and PC’s.
* Deskside and Remote support.
* Topdesk Service Management system.
* MS Office 2016 suite and Office365.
* Active Directory navigation and administration.
* MS Exchange / Exchange Admin Center, Mailbox creation, Mail forwarding, Shared Mailboxes and administration.
* Assist with 3rd line issues.
* Skype for Business and Enterprise Voice.
* Video Conference support.
* Avaya IP Office Manager desk phone support.
* Mobile Device Management for Android and iPhone
* Kyocera and Ricoh MFD networked printers support.
* Arranging repairs with the manufacturer for systems that are under warranty, escort third parties attending to outsourced equipment faults within the site and also managing the disposal of redundant IT equipment.

Date : **30th July 2018 – 5th April 2019**

Company : **Orchard Hill College Academy Trust, Surrey, SM2 5AS**

Position : **Desktop Support Engineer – DBS cleared (Contract)**

# Job Description: -

* 2nd line Desktop support for Arbour Vale School in Slough.
* Windows 7 to 10 rollout and support on Dell and HP Desktop / Laptops.
* Rebuilds and data transfer.
* Refurbishment of old stock for reissue.
* Samanage call logging system.
* Office365.
* MSOffice 2016.
* Active Directory Administration and Exchange 2013.
* Assist with 3rd line issues.
* IP telephone support.
* Mobile devices, email configuration and troubleshooting.
* Kyocera Printer / Papercut Print management support.
* Floor walking users.

Date : **24th November 2014 – 6th July 2018**

Company : **CAPITA, (Justice and Secure Services) – Tascor, Heston, TW5 9NS**

Position : **Desktop** / **Infrastructure Support Analyst - SC cleared (Permanent)**

# Job Description: -

* 1st / 2nd line Desktop and Infrastructure support to the Tascor estate including Airport holding rooms and Vehicle bays UK wide.
* Assisting with 3rd line support and resolving support calls logged from the Service Desk.
* Troubleshooting problems remotely and escalating to 3rd parties if required.
* Windows 7, Windows 10, MS Office, O365,and bespoke software support.
* Investigating and resolving reported incidents and associated issues affecting the operational infrastructure.
* Software Patching and Updates.
* Servicenow and Remedy call logging system.
* Support for CCTV in Tascor vehicles.
* Rebuilds, data transfer, patching network ports and router support.
* Server checks, Active Directory, Exchange and O365 administration.
* IP telephony support.
* Mobile devices email configuration and troubleshooting.
* HP, Dell, Lenovo PC’s and Laptops.
* Ricoh, HP and Brother Printer support.
* Asset and stock management.
* Project Work.
* Travel to various sites / airports.
* Able to work under pressure and able to use initiative.
* Providing work arounds and solutions to get users working quickly.
* Escalating advanced calls to more senior members of the IT Team.
* Keeping users up to date on the progress of their issues.

Date : **1st September 2014 – 21st November 2014**

Company : **Mars Chocolate, Slough (SCC /SCR)**

Position : **Desktop Support / Rollout Engineer. (Contract)**

# Job Description: -

* 2nd line desktop support to 1000 users globally.
* Windows 7, MS Office2013 suite.
* Dell PC’s and Laptops.
* Magic call logging system.
* Remote and Telephone support.
* Rebuilds, Rollout and break fix to board level.
* Active Directory administration.
* Ricoh MFD Follow-you printing solution.
* Ipad, Iphone, Blackberry and Mobile devices configuration and troubleshooting.
* Tape backup and restore.
* Training / Floor walking Users.

1. Asset and stock management.
2. Travel to various sites.

Date : **23rdJune 2014– 29th August 2014**

Company :**CAPITA (London Borough of Barnet, London, N11)**

Position : **2nd Line Desktop Support / Rollout Engineer. (Contract)**

# Job Description: -

* Windows XP / Vista to Windows 7 rollout deployed onto HP Laptops, HP Desktop PC’s, Dell and Wyse Thin Client.
* 2ndline / VIP desktop support.
* MS Office 2010 suite.
* Active Directory administration.
* Data transfer, reconnecting network drives, and printers.
* IPAD / HP Printer Rollout / Follow me printing solution.
* Patching network ports.
* Landesk management suite.
* Service Now call logging suite.
* IPAD, Blackberry and Mobile devices configuration and troubleshooting.
* Floor walking Users.
* Travel to various sites.

Date : **12thMay 2014 - 4thJune 2014**

Company : **Royal Sun Alliance, London, EC3V (SCC / SCR)**

Position : **Windows 8 Migration Engineer. (Contract)**

# Job Description: -

* Windows XP to Windows 8 rollout onto HP Desktops and Laptops.
* 1st / 2ndlinedesktop support.
* Data transfer using USMT, reconnecting network drives, and printers.
* Hardware / Software refresh.
* Outlook / Lotus Notes 8.5.
* MS Office 2010 / 2013 suite.
* Bespoke software troubleshooting.
* Blackberry, Apple, Android and Mobile devices configuration and troubleshooting.
* Active Directory administration.
* Patching network ports.
* Floor walking Users.

1. Auditing and data entry.

Date : **12thDecember 2013 -18th April 2014**

Company : **JISC, London, WC2E**

Position : **Desktop Support /Windows 7 Rollout Engineer. (Contract)**

# Job Description: -

* Working in a team responsible for 1st / 2ndline desktop support ina Windows environment.
* Windows XP to Windows7 rollout.
* Hardware / Software refresh.
* MS Office 2003 to 2013 suite.
* Office 365.
* Bespoke software troubleshooting.
* HP, Dell,Samsung, Lenovo, Wyse Thin Client, Apple and Canon Hardware.
* Blackberry, Apple, Android and Mobile devices configuration and troubleshooting.
* Polycom Video Conferencing support.
* Remote and Telephone support.
* Active Directory administration.
* Data transfer, reconnecting network drives, and printers.
* Spiceworks Call management suite.

Date : **28thOctober 2013 -11th December 2013**

Company : **London Borough of Barnet, London,N11(CAPITA)**

Position : **Migration / Desktop Engineer. (Contract)**

# Job Description: -

* Windows XP to Windows7 rollout.
* 1st / 2ndline desktop support.
* Outlook 2010 and MS Office 2010 suite.
* Remote and Telephone support.
* Active Directory administration.
* Data transfer, reconnecting network drives, and printers.
* Patching network ports.
* Landesk Call management suite.
* VMware & Citrix administration.
* Blackberry and Mobile devices configuration and troubleshooting.
* Floor walking Users.

1. Asset and stock management.
2. Travel to various sites.

Date : **16thSeptember 2013 - 25th October 2013**

Company : **Ultima Business Solutions / Ocado, Hatfield**

Position : **Desktop Support / Rollout Engineer. (Contract)**

# Job Description: -

* Windows 7 rollout and 2nd Line desktop support.
* Various platforms including Windows 7, Windows XP, MS Outlook 2010, MS Office 2010 and bespoke software deployed onto various hardware.
* Laptop and Wyse Thin client hardware builds and rebuilds.
* Panasonic Handheld U1 Rollout (Morrisons account).
* Active Directory administration.

1. Asset and stock management.
2. Auditing and data entry.

Date : **May 2006 - 30thAugust 2013**

Company : **CSC, Department Of Health, London, SE1**

Position : **Desktop Support / Deployment Technician. (Contract)**

# Job Description: -

* 1st/2nddesktopsupport,loan equipment service, user support, and rollout.
* Various platforms including Windows 7, XP, Lotus Notes 7.0/5.0,MS Outlook, MS Office 2010/ 2007/2003suiteandbespoke software deployed onto Dell,HP and Lenovo hardware.
* Laptop and Desktop hardware builds and rebuilds.
* Wyse Thin Client and VMware.
* Pointsec / Checkpoint for PC and laptop encryption.
* Citrix and Active Directory administration.
* Tape backups and Data transfer.
* Blackberry devicessetup/troubleshooting / BES.

1. PC Auditing and data entry.
2. VariousProject moves, relocationsand decommissioning old kit.
3. Use of USDhelpdesk software.

Date : **11th July 2005 - 28th April 2006**

Company : **Accenture, Old Bailey, London, EC4**

Position : **2nd Line Support / Rollout Engineer. (Contract)**

# Job Description: -

* Working in a team responsible for 2nd / 3rd Line Support and rollout according to SLA timescales.

Date : **5th June 2002 - 10thJune 2005**

Company : **EDS / Barclays, Canary Wharf, E14 & Aon Ltd, London, EC2**

Position : **Implementation / SupportAnalyst. (Contract)**

# Job Description: -

* Rollout and Support to various banking and financial organisations.

Date : **21st February 2000 - 19th April 2002**

Company : **Royal Borough of Kensington and Chelsea, London, W8**

Position : **Server /Desktop Support Analyst. (Contract)**

# Job Description: -

* 2nd / 3rdLine Support for over 1000 users.

Date : **25th October - 17th December 1999**

Company : **Logical Plc / Royal Liver Assurance, Liverpool.**

Position : **PC Engineer. (Contract)**

**Job Description: -**

* 1st / 2nd Line Support, Installation and rollout of Win95 / NT4 Workstation, Office 95/97, Lotus Notes 5.0 / 4.6 , and associated applications (450 users).

Date : **17th August - 22nd October 1999**

Company : **The Royal Bank of Scotland Plc, London, EC2**

Position : **PC Support Analyst. (Contract)**

**Job Description: -**

* Trading Floor and banking support.

Date : **4th October 1998- 3rd August 1999**

Company : **BBC /MTV, London / Europe.**

Position : **Y2K Migration/ Support Engineer (Contract)**

Date : **October 1993 - August 1998**

Company : **Computacenter, Blackfriars, London**

Position : **Field Service Engineer (Permanent)**