**Dudley Gibbs**

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Personal statement

A Confident IT Technical analyst (**DBS Cleared**) with extensive practical experience of working with computers and resolving any software /hardware support issues that are raised to the service desk. As a Customer focused IT Professional, I am committed to quality in every task from Personal interaction to training of all new starters and office workers. Now looking for a new and challenging IT support role, one which will make best use of my existing skills and experience.

DBS cleared.

**Key Skills**

* Windows XP, Windows 7 upgrade, Windows 8, Windows 10
* Active Directory, Exchange 2003 2007, Server 2003/2008, Citrix VDI /Xenapps
* Mitel telephony support – O2 setup for Samsung & iphone devices
* MS Office2010, 2013, Office 365, Internet explorer, Citrix Xenapp
* Sophos, Kaspersky and other Antivirus Software
* Excellent communication skills, both written and verbal
* Track-IT, Hornbill, Remedy Royal Blue and Richmond call logging systems.

Employment History

Carter Jonas, London,

IT Service Desk Analyst Aug2018

Supporting all IT Service desk issues recorded and logged on Hornbill service manager for Dell Pcs, laptops, Mitel telephony issues, video conferencing, office printers Xerox and Ricoh printers) including software and application issues across multiple sites.

New Service desk Role created along with additional new office floor to provide physical desktop support to 150 staff in central London

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* Log cases on Hornbill Incident Management tool and liase with IT Service desk either by phone or email to report any major system issues throughout the London offices.
* As first point of contact in London – liase with IT Team in Peterborough and 3rd party engineering contractors to resolve any infrastructure issues onsite.
* Installation and configuration of new staff equipment for PCS/Laptops, Iphones/iPad
* Office 365 user accounts creations – Use of Exchange centre admin and Active Directory to create New users accounts and mailboxes including creation of distribution groups and user deletions when required .
* Daily use of Minecast to Monitor, Protect, track and retrieve email data.

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* Software Centre SCCM 2012 deployment used daily for install of applications such as Dell displaylink, DMS File site, Ms Office 2016, Adobe reader dc , Mimecast, Google Chrome , Forticlient remote tool etc
* Remote support tools – SCCM, Forticlient tool and Remote desktop control viewer to log unto a Server or a user-s Pc for troubleshooting and resolution .
* Set up of video conferencing parameters for all offices connecting to London Chapel Place, ensuring smooth running of VC equipment throughout the 5 VC meeting rooms. SOP for morning checks on all 7 meeting room equipment .
* Responsible for all IT equipment asset management for Chapel Place including auditing and replenishment.
* Occasional travel to sub offices in London to provide IT Support, office restructure and decommissioning of redundant equipment.

* Trouble shooting and repair of mobile phones and laptop hardware devices.

Proactive and hands on corrective support for training users on how to use their Dell laptops, docking stations, monitors and VC equipment.

Victim Support, London Contract (dbs cleared)

1st 2nd Service Desk Analyst (Jan 2018 – July 2018)

Providing 1st and 2nd line support to around 1200 VS staff nationally managing all IT Service desk issues on Track- IT service manager including hardware - Lenovo & Dell Pcs, laptops, (Rebuild /imaging with direct access and application deployment) Support of office printers ( HP, Canon and Ricoh printers ) across multiple sites .

* Answering incoming calls from clients, processing emails and logging calls (25 calls per day) Meeting customers face to face and handling & prioritizing problems.
* Active Directory accounts – user accounts creations /deletions, group folder and object modification.
* Windows 7 and Window 10 Lenovo and Dell PC builds along with the deployment of adhoc applications needed for victim support users.
* Exchange Mailbox administration - to create/modify mailboxes, distribution groups including management of public folder permissions and mailbox storage and permissions.
* Daily use of Citrix XEN Desktop and VDI to support all remote desktop users including profile repairs, managing user sessions and login issues, citrix shadowing to assist users with application queries and issues.
* Remote support tools – SCCM, TeamViewer, Ms Office365 Lync, Remote desktop control viewer to log unto a Server or a user-s Pc for troubleshooting and resolution - including citrix management console.
* Daily use and support of Skype for business application recently rolled out to users as transitions from Avaya phone line to Skype for business.
* Provide assistance for adhoc applications such as Live chat, Agresso, Wave/cascade web application , CJSM encrypted email app.

Marks and Clerks, London

IT Support Analyst (july2016 – December 2017)

Supporting all IT Service desk issues on Hornbill service manager including HP & Dell Pcs, laptops, Mitel IP telephony, video conferencing, office printers ( HP, Canon and Ricoh printers ) , database backups /file recovery, Upgrades and rollouts.

* Meeting Partners and customers face to face - handling & prioritising IT problems.
* Travelling to client sites to help with installs, deployment, and general it supports.
* Frequent use of Lync Server 2013 web console for creating new Lync user accounts
* Mobileiron set up for all iPhone and Nokia phones to control mobile content and data.
* SCCM 2012 deployment used daily for new windows 7 pc builds and deployment of applications needed such as Winscribe, Epo online, DMS File site, Nuance pdf enterprise
* Installations of Partners for Windows, Interaction for users, Copitrak -follow me printing, Barcode scanners,
* Exchange Mailbox administration - to create/modify mailboxes, distribution groups including management of public folder permissions and mailbox storage and permissions.
* Daily use of Minecast to Monitor, Protect, track and retrieve email data.
* Patching of cat 5e cabling into Cisco switches within data server rooms to facilitate continuous departmental pc desk moves.
* Remote support tools – SCCM, TeamViewer, Ms Office365 Lync, Remote control viewer to log unto a Server or a user-s Pc for troubleshooting and resolution - including citrix management console. Set up of MS UAG -unified access gateway for remote access on ; laptop.

* Use of Enterprise manager on Mitel 3300 - adding creating new extensions, managing hunt Groups, Pick-up Groups, voicemail and perform multiline set programming for Users.
* Daily set up of all Business meeting rooms with Video conferencing and projectors – along with creation of Webinar, skype and Gotomeetings for Partners and staff.

Firstport Ltd, Luton

2nd Line Support Analyst (June 2004 – July 2016)

Supporting all IT Service desk issues including HP & Lenovo Pcs, laptops, Mitel IP telephony, video conferencing, office printers, database backups /file recovery, Upgrades and rollouts.

* Meeting customers face to face and handling & prioritising problems.
* Travelling to client sites to help with installs, deployment, and general it supports.
* Training new employees /existing staff with new equipment and software applications.
* Answering incoming calls from clients, processing emails and logging calls
* Cisco wireless lan controller (web interface) to create Guest Wi-Fi client accounts.
* Lync Server 2013 web console for creating and managing new lync user accounts.
* Install, Configuration and set up of all iPhone, Apple iPads and O2 Samsung devices such as Samsung tablets and mobile devices S3, S5 and Note 4s.
* Active Directory accounts – user accounts creation, group and object modification.
* SCCM 2012 deployment used daily for new windows 7 pc builds and deployment of applications needed.
* Exchange Mailbox administration - to create/modify mailboxes, distribution groups including management of public folder permissions and mailbox storage and permissions.
* Patching of cat 5e cabling into Cisco switches within data server rooms to facilitate continuous departmental pc desk moves within the company including recent project work to rewire our 3 comms rooms and complete network floor maps for each office site.
* Remote support tools - Team Viewer, Remote control viewer to log unto a Server or a user’s Pc for troubleshooting and resolution - including citrix XenApp management console supporting remote users 2 steps authentification logins .
* Use of Enterprise manager on Mitel 3300 – adding creating new extensions, managing hunt Groups,Pick-up Groups, voicemail and perform multiline set programming for Users.

GETRONICS, Milton Keynes

Helpdesk Support Analyst (Dec02 – July04)

Working within the banking environment to provide Helpdesk support to Barclays Head office and Branch users on standard and non- Standard Corporate Applications.

* Presenting a professional and friendly first impression of the firm to all visitors and clients.
* Answering incoming calls from clients, processing emails and logging calls.
* Active Directory accounts – user accounts creation, group and object modification.
* Exchange Mailbox administration - to create/modify mailboxes, distribution groups including management of public folder permissions and mailbox storage and permissions.
* Provide maintenance support and break-fix solutions for all hardware devices such as Hp LaserJet, Kyocera and Olivetti printers, Dell, IBM and Compaq Armada laptops.
* Frequent daily use of Netops and SMS remote tool to remotely log into users- workstations to troubleshoot and resolve Windows, citrix and Ms office related issues.

Qualification

**2016 ITIL v3** Foundation Service Management Certification

2015 MCSA Windows 7 - Microsoft Certified Solutions Associate

**2008 MCITP** Enterprise Support Technician

**2006 MCDST--** Microsoft Certified Desktop Support Technician

**MITEL -** Academy Certificate - IT Networks & Telecommunications - Networking 4 Voip

**MITEL -** Academy Certificate - IT Networks & Telecommunications - 3300- ICP PRIMER

**MCSA** **2000** - Microsoft Certified Systems Administrator

**CIW Web v5 Associate 2011**

**CIW Web Foundation Associate 2011**

**2010 Comptia network plus**

**2010 COMPTIA SECURITY PLUS**

**1999 CompTIA A PLUS**

**BTEC** National Diploma Business and Finance

Hobbies & Interests

Gym training, watching movies, socialising with friends and family. Reading metaphysic books and listening to motivational speakers.

References

References are available upon request.