Sanjay Patel

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#### Personal Information

**Sex:** Male **Nationality:** British

##### Profile

Very hard working, adaptable and self-motivated individual who works well under pressure to accomplish any task within a given time frame. Able to communicate well, both in writing and orally with a friendly, outgoing and helpful personality. Prepares well and works systematically in teams and on my own with the proven ability of planning, organising, and initiative thinking tested with varied work with a real enthusiasm. Attracted to working for a company that offers unparalleled opportunities and also an environment of constant change where original thinking is highly valued.

##### Key Skills

**Communication Skills:** • Excellent customer liaison & telephone skills

• Document & procedure writing

• Ability to pass on information clearly & concisely

**I.T. Skills:** • Extensive understanding of MS Office support & troubleshooting

• Competent Windows NT4, 2000, XP, Vista and Windows 7/8/10 troubleshooting, support

(Registry level), Virtual Machine support and AD/Exchange administration.

• Working knowledge of HTML, Active Directory, TCP/IP, Citrix

• Experienced user of Remedy, Ghost, Enterprise Management System

• Experience and exposure of Market Data applications (Reuters &Bloomberg) and document management systems (Docubuilder, Intervwoven & Microsoft SharePoint)

**Business Skills:**  • Investment Banking & Wealth Management knowledge.

• Vast experience of working in a client-focused environment to ITIL/SLA standards.

• Working effectively as an individual or in a team with the ability to motivate.

• Project Assistance and Management with an analytical approach to work.

• Adaptable, flexible and able to grasp new concepts quickly.

##### Summary of Qualifications/Education

# Professional

In the process of upgrading my MCSE and have Blackberry Client/Server certification.

**Present**

**Microsoft Certified Systems Engineer NT 4.0 2001 - 2002**

Electives: Implementing & Supporting Internet Information Server 4.0 & Implementing & Supporting Exchange Server 5.5

**Compaq ASE**

Compaq Desktop/Workstation & Notebooks (ACT Certified)

Compaq Systems Management 3.4 (ACT Certified)

Compaq/Windows NT Integration & Performance (ACT Certified)

**Toshiba System** - Notebook Advanced Technical Training

**Academic**

‘A’ LEVELS **–** Mathematics, Business Studies, Computer Studies. (Alperton High School, Ealing Road, Wembley)

‘O’ LEVELS **–** Mathematics, Business Studies, Computer Studies, English, History, Economics, Physics. (Alperton High School, Ealing Road, Wembley)

## Interests & Achievements

Enjoy listening to music, watching films, and reading and have always had a keen interest in all areas of IT and Business in general, which I am keen to further develop. Love travelling as I have travelled to Europe, America, Caribbean, UAE and India, experiencing a wide spectrum of life. As a keen sports enthusiast I partake in many numbers of sporting activities including football for which I play regularly in a 5-a-side team. Also enjoy socializing with friends and family.

### Professional Experiences

**19th February 2018 – 15th August 2019**

Position: **IT Systems Analyst** for Aberdeen Asset Management (ASI) at Bow Bell House, 1 Bread St., London EC4M 9HH (contract)

Duties:

* + Front Office Trade Floor Support (1st\2nd Line) support 2000+ users, from traders to CEO levels of support.
  + PXE and Ghost Build\deployments, iGEL client support, support of: HP desktops, HP\Lenovo\ Dell laptops, iPad Pro, iPhone and Blackberry Q10 hardware.
  + 1st line support for Windows 7, Bloomberg, Reuters Eikon, Office 2010\2013.
  + Active Directory admin, Exchange Admin Console admin, Varonis (mailbox, shared drive admin and server restores), SCCM, Citrix Director admin and Microsoft Authenticator Support.
  + Cisco IP phone admin, Vodafone\Cisco IP\BT Netrix dealerboard, BES12 MM admin, Blackberry Work admin, RSA admin.
  + BT Meet Me Conferencing and WebEx\Crestron video conference admin & support.
  + 1st line Xerox and HP Multi-function printer support and Equitrac (Printing) System Manager Admin.
  + Network patching and 1st line support.
  + Asset management, tracking.
  + Service Now calling logging system.

**1st August 2017 – 31st December 2017**

Position: **Core Infrastructure Support Engineer** for **VTB Capital** at 14 Cornhill, London, EC3V 3ND (contract)

Duties:

* + Front Office Trade Floor Support (1st\2nd Line) support 250+ users, from traders to CEO levels of support.
  + PXE Build\deployments, support of HP desktops, HP\Lenovo laptops, iPads, iPhones, Samsung and Blackberry's.
  + 1st line support for Windows 7\10, Bloomberg, Reuters Eikon, Office 2008\2010\2013\2016.
  + 1st line Active Directory & SCCM admin, VMware vSphere Client admin.
  + Cisco IP phone admin, O2\Cisco IP\IPC dealerboard recording support, BES12 MDM admin, Blackberry for Work admin, RSA admin.
  + Cisco Telepresence Management Suite (TMS), Cisco Multipoint Control Units (MCU) Admin and WebEx\BlueJean\Crestron video conference admin & support.
  + 1st line Ricoh Multi-function printer support and Equitrac (Printing) System Manager Admin.
  + Network patching and 1st line support.
  + Asset management, tracking and IT purchasing.
  + Microsoft Service Manager 2012 calling logging system.

**Jan 4th 2016 -** **30th June 2017**

Position: **Global Banking & Markets Support Engineer** for **RBS** at 250 Bishopsgate, London, EC2M 4AA (contract)

Duties:

* + Front Office Trade Floor Support (1st\2nd Line) support 1500+ users, from traders to CEO levels of support.
  + Build\deployment\support of HP\Dell desktops, HP\Lenovo laptops, iPads and Blackberry's.
  + 1st line support for Windows XP\7\8\10, Bloomberg, Reuters Kobra\Eikon, Office 2003\2007\2010\2013, Business Objects, Desktop Intelligence, Oracle and 3rd party Market Data apps, Service Now.
  + 1st line Active Directory admin, VMware vSphere Client admin, BES4\BES12 admin, RSA Client admin, Good Technology admin, Vodafone and general remote access support.
  + 1st line Packaging Support and UAT testing.
  + 1st line Canon Multi-function printers, speakerbuses, Avaya phones, IPC dealerboards and multimedia hardware support.
  + Asset management and tracking.

**May 6th 2014 - Dec 31st 2015**

Position: **User Support Analyst** for **Tudor Capital Europe LLP** at10 New Burlington St., London W1S 3BE (Contract)

Duties:

* + Front Office Trade Floor Support (1st/2nd Line) supporting 150+ users, from traders to CEO levels of support.
  + Windows 7 build\deployment\support of Dell desktops and Lenovo laptops, software package updates/installations.
  + Office 2010, AD, Server 2012 and Server 2008 R2 administration.
  + Support of HP Multi-function printers, Cisco IP telephony, BT Netrix dealerboards.
  + Support of Polycom, Tandberg, Crestron/Exterity AV systems and SMART boards.
  + 1st line network support, rack/desk patching, VPN. Citrix Access Gateway and WiFi administration.
  + Bloomberg and Market Data apps (BARX, RediPlus, Tradeweb, FinCAD).
  + VMware Vsphere client/admin support of virtual machines.
  + Blackberry, Samsung mobiles, iPads & iPhones, Good Work Technology, Airwatch Mobile deployment and RSA admin/support.

**Feb 14th 2011 - 30th Apr 2014**

Position: **Global Banking & Markets Support Engineer** for **RBS** at135 Bishopsgate, London, EC2M 3UR (contract)

Duties:

* + Front Office Trade Floor Support (1st/2nd Line) support 1800+ users, from traders to CEO levels of support.
  + Build\deployment\support of HP/Dell desktops, HP/Lenovo laptops, iPads and Blackberry's.
  + 1st line support for Bloomberg, Reuters Kobra/Eikon, Office 2003/2007/2010 and 3rd party Market Data apps.
  + 1st line Active Directory, BES, RSA Client, Vodafone VRAC and general remote access support.
  + 1st line Packaging Support and UAT testing.
  + 1st line Canon Multi-function printers, speakerbuses, Avaya phones, IPC dealerboards and Plasma TV hardware support.
  + I was the Windows 7 support point of contact for all Windows 7 pilot users in Front Office which is currently 200+ and growing on a daily basis. I have worked on and created the feasibility documentation for management. I tested/reported/resolved ALPHA and BETA stage issues of the Windows 7 build and tested/resolved support tool application issues specifically created in-house for Windows 7.

**Sep 6th 2010 - Nov 30th 2010**

Position: **IMAC Global Market Support** for **Deutsche Bank** at3 Throgmorton Ave, London, EC2N 2JJ (contract)

Duties:

* Trade Floor Support (Cover resource for a 12-man team supporting over 2400 users).
* Build\deployment\support of HP desktops, Lenovo laptops, HP printers and Blackberry's as part of a hardware refresh project.
* Installation/support of Avistar, Bloomberg and Reuters market data apps.
* Deployment/support of Lotus Notes to Outlook 2007 (migration project).
* Deployment/support of Windows 7 (migration project).

**Mar 6th 2006 - July 30th 2010**

Position: **Senior Front/Back Office Support Technician for UBS** at 100 Liverpool Street, London EC2M 2RH (permanent)

Duties:

* IT support (2nd & 3rd Line) for the Investment Banking Division, HR, Legal, Front/Back Office, Trade floors and Wealth Management division.
* Involved with the successful role outs and support of divisional laptops, workstations, Blackberry's and Avistar video conference refreshes, Windows XP monthly hot-fix updates, Outlook archive (PST to EAS) and XP roaming profile migrations.
* Building, configuring and support of IBM/Lenovo/Dell laptops & workstations, multi-function printers.
* Maintaining and supporting the BCM (disaster recovery) infrastructure on a monthly basis.
* Projects include: divisional XP SP2 and XP SP3 upgrades, the migration of the London ABN Amro Futures division (130 users based in Bishopsgate) to UBS (1 Broadgate), testing and support on bespoke in-house applications and Windows 7 pilot and rollout migration support.
* Experience in all the Desktop support divisions within UBS (Front/Back Office and Wealth Management) and 1st line Citrix and VDI support.
* Supporting a wide variety user base to ITIL/SLA standards from home workers to MD's to higher senior management on a daily basis.

**Apr 2nd 2001 - Dec 31st 2005**

Position: **Senior Trade Floor Support** for **Lehman Brothers Investment Bank** at 25 Bank Street, London, E14 5LE (permanent)

Duties:

* Network/server/restore support administration and implementation.
* IT support (1st & 2nd Line) for the Investment Banking Division (Europe wide), HR, Legal, Front/Back Office and Asset Management division.
* Involved with the successful role out of Office 2000, Lehman Shared Files &NT4 SP6 upgrade (prior to XP testing and managing XP) and the first phase deployment of Blackberry’s within IBD.
* Managing internal departmental moves and coordinating with other divisions and support departments.
* Escalating application issues and divisional projects as well as liaising with project development teams for future software development
* Projects include XP migration, company relocation from 1 Broadgate to 25 Bank Street, Canary Wharf & XP SP1 roll-out.
* Current involved in the Blackberry/PC Desktop/Office2003/XP2 project for the Investment Banking Division.
* Building & configuring HP\Compaq PC’s, IBM laptops & HP printers including remote installs of Lehman’s proprietary desktop management system applications.
* Worked in all the Desktop support divisions within Lehman Brothers (FID, Equities, Back Office and IBD).

**NOTE:** All other work-related experiences previous to 2001 are available on request.