**Sabino Landa**

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UK British Citizen

**Profile**

I am a well-organized and reliable IT professional with experience of **IT Helpdesk, Service Desk Analyst, 1st & 2nd Line IT Support and Network Support Engineer Roles**. I am hardworking and conscientious, with the ability to remain good humored and calm under pressure; able to work on my own initiative and as part of a team.

**In July the 2015 - I completed a degree in Computer and Network Technology at the Manchester Metropolitan University, Graduated and holding BSc (hons) Computer and Network Technology.**  My final year project was a multiplatform investigation of load balancing strategies of a scalable web-server. The research was focussed on comparison, analysis and evaluation of the performance of load distributing strategies, while caching, scalability and availability of cluster-based web-servers were also a primary focus.

**Key Skills**

* Problem solving and troubleshooting while maintaining individual performance targets.
* Keen to reach targets and meet deadlines, highly organised, reliable and conscientious
* Enjoy working in a team setting with effective leadership skills. Experienced in troubleshooting, installing and repairing computer hardware and operating systems.
* Fully IT literate in a wide range of software programs including Microsoft Office, and fully experienced in all Windows operating systems
* Proactively work as a member of a team, physically fit & able to lift IT equipment, crawl under desks to access cabling etc.
* Fluent in **Portuguese, English and** **Russian**.

**Career History**

**NSG - Pilkington Group Limited - European Technology Centre** **(IS Service Delivery 2nd Line Support Analyst - October 2016 present day)**

* As IS Service Delivery 2nd Line Support reporting to the Regional Team Leader, based at Lathom.
* Responsible for resolving tickets via telephone calls, remote access, e-mails, walk in and Sites visit, recording incidents, requests to the Service Desk System ITSM BMC REMEDY, along with troubleshooting, prioritisation, progress chasing and currently supporting nearly 1,000 users across theUK.
* Maintain a professional service whilst dealing with all levels of staff and management in demanding circumstances in a busy environment.
* Liaise with Third Parties and ensure they are following standard processes.
* Ensure Standard Operating Procedures (SOP’s) are created and knowledge and shared.
* Assist in the PC’s Deployment, Refreshment process (D2D), PC’s Loans to users including the physical requirements of boxing and un-boxing equipment to ensure refresh targets are met and returns are managed appropriately.
* Carry out site visits where necessary.Key IS areas Deliver to desktop, building and configuration of new machines and reconfiguration of existing systems including software migration and delivery.
* Provide remote access Windows Servers 2003,2010, 2012R2 ,support for Client PCs, Printers, Windows 7, Active Directory for computers & users, MS Exchange 2010 & 2013,SharePoint, skype for Business, Lync, Microsoft office 365, Networking equipment, Servers, VOIP Cisco phones,Switches installation and configuration, Remote access and Terminal Servers, RDP, DameWare, Ricoh printers. VMware, VSpare client, Servers rooms patching, Cisco switches, Client Refresh, network fundamentals DNS, DHCP, TCP/IP, switching, routing, patching, SQL, Backup, NSG and 3rd party applications. Disposal of old and faulty hardware computer components.

**Tameside Hospital NHS Foundation Trust (IT Service Desk Analyst and IT Technical Support – Oct 2015- March 2016)**

I'm currently an IT Service Desk Analyst/IT Technical Support Analyst at the Tameside Hospital NHS Foundation Trust working at the Office of the Chief IT Information Officer. Providing 1st/2nd Line Support to users Across the Tameside Trust. Diagnosis of desktop, application, networking and infrastructure issues.

* Tools and Software being used include Remote desktop connection, DameWare CENTRAL Server connection, Sunrise Incident management, Active directory for users and computers, Exchange admin. Central, Microsoft Outlook, CISCO phones and CISCO agent desktop, BMC remedy action request system, E-policy orchestrator 4.6 (McAfee), NHS mail (search directory) and Lansweeper.
* **Key Responsibilities**: Providing technical assistance and support for incoming queries and issues related to computer systems, software and hardware through the Tameside Hospital.
* Providing assistance by phone, email, in person and using the ticketing management system.
* New user account creation on AD and performing password resets. Maintaining user accounts including rights, permissions and system groups.
* Escalate problems as required to Tier 2 and Tier 3 support teams. Quickly and accurately determine incident scope and impact. Follow up on tickets at pre-defined intervals until resolved.
* Train computer users, if required to resolve incident.

**Byrom PLC (June 2013 - August 2013/May 2014 – July 2014, Contract post)**

**General Public Ticketing Representative for Brazilian Confederation Cup and World Cup 2014**

* Responsible for managing customer enquiries (e-mail and telephone). Advising customers on Ticketing Policies and Regulations. Required to service customers in French, Spanish, Russian , English and Portuguese
* Used **CRM** application to manage, organize, create and assign the requests entire sales process made by customers.
* Working with the Ticketing Operational team on other tasks in order to ensure the timely delivery of the Ticketing Project. Provide first level services according to documented **(SLAs**) Service Level Agreements on a variety of issues.

**BMS (February 2014 - April 2014) Service Desk Analyst (Hewlett-Packard Technology Company)**

* Provided 1st Level Support through calls and e-mails and then handled the resulting incidents or Requests. Investigation and resolution (1st time fix)
* Provided remote support to the Sales Force representatives and all the international offices through the call-logging software system. Provided a proactive service to staff members and provided updates on open tickets as necessary.
* Received, logged and managed calls from internal staff via telephone and email
* 1st and 2nd Line Support - Troubleshooting IT related problems from in-house software to hardware, such as BlackBerrys, I pads, Laptops, PC’s and Printers. Installation of standard business software onto PC’s and laptops.
* Escalation of unresolved calls to the 2nd and 3rd Line Support as necessary.
* Logging all calls in the Service Desk Call Logging System (using Vitalize and Avaya phones)
* Taking ownership of user problems and following up their status on behalf of the user and communicating progress in a timely manner.
* Provided 1st Level Service according to documented (**SLA**) Service Level Agreements
* Used **ITIL- Incident Management Support, Incident Logging and Categorization, Immediate Incident Resolution by 1st Level Support, Incident Resolution by 2nd Level Support, Handling of Major Incidents, Incident Monitoring and Escalation, Incident Closure and Evaluation, Pro-Active User Information, Incident Management Reporting**
* Used **Citrix Technologies** and networks, **Active Directory**, Dirtools & **Password management**, created users groups accounts, resetting passwords, and unblocking users on password management**, Microsoft Remote Assistance, Microsoft office Communicator, Microsoft SharePoint, Exchange and Microsoft Office 365.**

**Central Manchester University Hospitals Foundation Trust (IT Systems Administrator (August 2013 – October 2013)**

* Setting up User Accounts for numbers of different clinical systems, using ICE desktop and electronic Patient Record systems. Recording details of user accounts that have been set up
* Compiling 'new user' packs for the staff affected including clinical and administration staff
* Assisting with the maintenance and questions regarding new user accounts.
* Using TEEMTALK to update medical records. Setting up accounts for Clinical workstation standalone
* User Accounts management and maintenance.

**The Big Green Company – Stockport (April 2012 – Sept 2012 Contract) IT Support, IT Technician and 1st line IT support**

* Key roles included first line trouble-shooting and system configuration, software installation, network support and maintenance, system back-up, purchasing of IT equipment, advising users of best practice, remote user and VPN support, general support of PCs, laptops, server hardware and telephone. Installing and maintaining Company Network System. Installing computers, printers, new operating systems, network security, server consoles, switches and routers
* Working with active directory support for Microsoft office 2007, 2010, 2012
* 1st line support to telesales, troubleshooting computer faults, Identifying symptoms diagnosed hardware and software problems of pc’s and laptops.
* Stripped down Pc’s and laptops and replaced components as necessary. Upgraded PC’s and laptops components. Installed and upgraded windows operating systems. Installed Microsoft office and Anti-Virus packages. Freed pc and laptops of viruses and spyware.
* Created outlook accounts for staff members and new team members.
* Used Team viewer remote Assistance to assist company employees when is necessary.
* Installed & maintained CISCO phones and configuring IP addresses. Building, Configuring and Installed Windows 7 on new PC's for New Joiners. PC Swap Outs.
* Upgraded of Workstations, PC’s and Laptops disposals, PC’s and Laptops repairs. Replacement of Faulty Monitors, Replenishment of Toners and general maintenance of Printers, Paper jams etc.
* Preparation of training room for staff development

**Cheadle & Marple 6th Form College, Stockport (Feb 2009 – July 2009 Temp. post)**

**IT Support Technician**

* Assisted the IT Manager working through internal IT issues, supported nearly 2.000 users including all the Staff members at the College, carried out activities as requested by the IT Manager. Such Network patching and cable management in the Comms Room. Labelled patch cables in the Comms Room, for easy identification and correlation of floor ports out in the office space to ports on the frames in the Comms room.
* Desktop and laptop configuration. Troubleshooting, fault diagnosis, maintenance & repair**,** maintenance of peripheral devices like data projectors**.** Diagnosis of desktop, application, networking and infrastructure issues
* Setting up new users' accounts and profiles and dealing with password issues. Installing and configuring computer hardware systems and IT software. Configuring and installing a wide variety of hardware and peripherals including: desktop PCs, laptops, printers, cameras, scanners, projects, networks, active directories, network printers, TCP/IP and LANS.

**AQA, Manchester - July 2005 – Dec 2005, (6 Months Temporary post) Computer Technician**

* Assisted the IT Manager working through internal IT issues supporting all users and Carried out activities as requested by the IT Manager.
* Installed and configured computer hardware, software systems network, printers and scanners.
* Logging faults Ensuring work place safety regulations are met. Ensuring work place safety regulations are met. Ensure that all desktop publishing and processing programs are working efficiently. Supervising students on work experience.

**University of Manchester (Jan 2002 – July 2005, temporary post) IT Technician**

* Experience of maintaining facilities including health & safety and security at my place of work.
* Keeping senior management informed of all changes in my areas of responsibility.
* Providing 1st/2nd Line Support to users. Diagnosis of desktop, application, networking and infrastructure issues. Ensure that all desktop publishing and processing programs are working efficiently. Fault repairs and monitoring of IT network and Checking the Computer Equipment for Electrical safety.

**Education/Qualifications**

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| **Qualification** | **Institution** | **Dates** |
| BSc (hons) Computer and Network Technology | Manchester Metropolitan University | Sept 2014 - June 2015 |
| Microsoft Technology Associate (MTA) | The Manchester College | Sept 2012- June 2013 |
| Diploma in ICT Systems & Principles for IT Professionals, L3 CISCO IT essentials | The Manchester College | 2012 |
| Introduction to web design | Pitman training | 2010 |
| Microsoft Certified Systems Engineer | Advent training | 2007 |
| Master in Software of Computerised Systems | Kherson State Technical University, Ukraine | 1995 -2000 |
| Diploma in Agriculture | Novaya Kakhovka Technicium, Ukraine | 1988 – 1992 |
| Certificate in Russian Language | Belarusian Agriculture Academy | 1987 - 1988 |

**Interests**

I enjoy listening to music and relaxing as well, watching football matches. I keep fit and active with salsa dancing, going to the gym and playing pool. I also have a passion for cooking. In my spare time I do repair computers of friends and family.