Curriculum Vitae

**Rebecca George**

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# **PERSONAL PROFILE**

An experienced, conscientious, highly motivated and solution-oriented support analyst dedicated to achieving and exceeding company objectives within an environment of conflicting timescales. A natural team player, successfully combining a technical background with exceptional interpersonal skills and effective communication when engaging with team and delivering exceptional customer service. Is highly adaptable and seeks new challenges and opportunities to develop and widen work experience and personal growth.

# **ACHIEVEMENTS**

Coordinated multiple office relocations, liaising with remote teams and 3rd parties to implement a comprehensive physical infrastructure, server implementation, patching LAN/WAN connectivity, cabling, audio visual solutions, telecommunications, desktop office environment, testing

Managed multiple employee office training sessions for staff migrations from MWH to Stantec

Assumed responsibility for the support of secondee employees in the southern region to improve levels of support where the existing framework would be logistically challenging

Within Customer Support Desk Team Leader role, conducted training of all staff employed to work on Service Desk prior to its relocation

Within Fisher Foods role, successfully coordinated the implementation of Touchpaper call logging system

Promotion to Team Leader within 2 years of joining MWH and regularly exceeded target to resolve at least 65% of queries at 1st line

# **KEY SKILLS SUMMARY**

Managing on-going relationships with multiple 3rd party vendors, software, hardware owners

Planning, prioritisation, ownership and management of workload in accordance with SLAs

Problem/resolution management

Respond accordingly to critical support requests from on-site and seconded employees

Build and configuration of computers

Broad understanding of desktop technologies

Project Management of MS Office, MS OSes, Hardware upgrades, Contingency, Antivirus solutions

Telecommunications/Videoconference management

Printer support, queue management

Network administration (on-site), connectivity, patching, TCP/IP, Ethernet/VPN/VLAN, architecture hardware implementation

**CAREER HISTORY**

**2005-Present Stantec (formerly MWH), High Wycombe, Bucks**

**Desktop Support Analyst**

* Provision of 2nd line technical support to 2000+ employees (EMEA region), remote support (Proxy,RDP,Skype for Business) of Windows 2000, XP, 7/8/10
* Primary contact for IT queries for 220+ employees located in local office including callout duties, hardware failure, network and power outages, network cutovers
* Office 2010/13/16/O365/Outlook/Exchange/Domino/Lotus Notes
* Supporting over 250+bespoke, in-house applications
* Assisting rollout of Cisco router, server, switches (Poweredge & Catalyst series, Dell hardware & bespoke equipment)
* Support of Polycom/Cisco VoIP handsets & video conferencing equipment
* Restoring software, imaging desktop, laptops, repair and upgrades
* Resource Management within Remedy, SCSM, in-house systems
* New employees staff inductions
* Support Ricoh printers/scanners/copiers/fax
* iOS/Android support
* Office/Resolution/Support documentation
* Asset Management
* Browser support (IE, Chrome, Edge)
* SCCM Deployments, AD, Citrix, Skype for Business account management, Symantec, Bitlocker administration, DART solutions, Veritas backup operations
  1. **Stantec (formerly MWH), High Wycombe, Bucks.**

**Customer Support Analyst Team leader**

* Provision of 1st line technical support to 2000+ employees (EMEAI region), remote support (Proxy) of Windows NT/2000/XP
* Office 2000/2003/Domino/Lotus Notes/In-house collaboration tools and software
* Managing queries into the Helpdesk from customers into the Remedy system (via calls/email/portal) within SLAs
* Updates/Escalation/Follow up calls to customers and 2nd/3rd line teams, account management and administration
* Responding to customer satisfaction surveys, communications to the business, organising team workload, duties, shifts, training needs
  1. **Fisher Foods, Hemel Hempstead, Herts.**

**Helpdesk Analyst 1st Line Support**

* Provision of 1st line technical support to 1000+ employees (UK region) of Windows NT/Novell/Netware
* SAP/EDI/Movex/ERP/Lotus Notes
* Managing queries into the Helpdesk from customers into an in-house system (via calls/visits) within SLAs
* Updates/Escalation/Follow up calls to customers and 2nd/3rd line teams
* Performing backup operations of on-site data, management of site hardware, service and warranty details

## **PROFESSIONAL TRAINING & EDUCATION**

Service delivery, ITIL Governance and Framework, Audit Compliance, Windows 7 Enterprise Desktop Support Technician, A+ Core Essentials and Operating Systems, Delivering Knock Your Socks Off Service

**1998-2000 BSc Business Information Technology- University of Luton, Beds.**

**1996-1998** **HND Business Information Technology- University of Luton, Beds.**

**1994-1996 GNVQ Advanced Business Studies- Cardinal Newman RC School Luton, Beds.**

**1989-1994 Cardinal Newman RC School Luton, Beds.**

#### INTERESTS

I enjoy being active and participating in outdoor activities, I am a keen attendee of the gym I also have an enthusiasm for learning by attending extracurricular courses. I’ve enjoyed learning Interior Design, Photography and more recently Software Testing as a long self-paced course.

#### REFEREES

Supplied upon request.