**Omar McQueen**

**NW5 4AJ**

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**Personal Profile:**

A competent IT professional with over 5 year’s experience of providing advice and practical assistance to system users via IT service desk, telephone, remote and face 2 face, who also has experience working on multiple roll out projects. I am a highly focused individual with a comprehensive understanding of fault finding and troubleshooting issues. I have the ability to work with people from a variety of backgrounds and cultures.

**Key Skills:**

* IT Maintenance**/**Hardware Faults
* Ordering and Replacement of Parts
* Troubleshooting, End user desktop Support
* Installations and configuration of all desktops
* Floor walking
* Full driving license

**Work experience:**

**WillisTowersWatson- Date:**  July19 – Present**- Position:**  Desktop/Deployment Engineer

**Responsibilities:**

* Part of a dedicated support team of 10 people assisting users across the company face to face.
* Migrating Dell laptops from Win 7 to Win 10 then assisting users via floor walking
* Providing on site support to over 3000 users on techbar logging support tickets via ServiceNow

**Societe Generale - Date:** March 19 – Present**- Position:**  Project Migration Support Engineer

**Responsibilities:**

* Part of a dedicated support team of 7 people assisting users across the company via phone and face to face.
* Assisting them migrating over from Blackberry services to a new email app (Boxer)
* Providing step by step guides and talking user through the steps to complete migration successfully.
* Logging support tickets via ServiceNow

**London borough of Islington - Date:** May 18 – Feb 19 **- Position:** Service Desk Analyst

**Responsibilities:**

* Evaluate and prioritize tickets effectively through calling logging system (Supportworks) and documenting all 1st/2nd support calls documenting all procedures taken before escalated to a higher level.
* Supporting users with walk-ins relating to various issues relating to phones, laptops, software installs, citrix, Wi-Fi software issues etc. , Also remote fixing using Dameware and deploying software using SCCM
* Providing users with access to shared mailboxes and shared folders using Office 365 and active directory.
* Responsible for dealing with phone and tablet setups and upgrades setting up company portal and outlook 365.

**Colt Technology Services- Date:** Aug 17 – April 18 **- Position:** Mobile deployment / Project Engineer

**Responsibilities:**

* Part of a project team responsible for rolling out 1700 Samsung phones across 12 European Countries
* Traveling to multiple offices to provide face to face configuration and setup of the phones e.g. company portal, Outlook and Skype for business.
* Traveling to multiple sites to provide support with decommissioning of all old IT equipment
* Office set up in Paris, installing 300 Lenovo screens, rolling out 300 Bluetooth devices e.g. headsets, keyboards and mice also some laptops using SCCM, patching for 15 meeting rooms and installing polycom phones.

**One Housing Group- Date:** Mar 17 –Aug 17 **-Position:** Service Desk Analyst

**Responsibilities:**

* Responsible for taking & logging incoming calls & providing efficient customer support for all 1st Line issues relating to Tablets, Desktops, Laptops and peripherals. Supporting over 1500 users & on average answering 30 IT calls a day
* Supported internal/external users requiring assistance with operating systems and software packages e.g. Office, Windows 7/10 Citrix XenApp 6.5 and forticlient to remote in using digi pass
* Building machines using SCCM creating user accounts / mailboxes, adding users to security groups and mailboxes
* Used ServiceNow call tracking systems to log, track and manage Incidents and Service Requests.

**White Mesa Group - Date:** Nov 15 – Feb 17 **- Position:** IT Support Engineer

**Responsibilities:**

* Supporting users quires remotely, face 2 face and by email
* Setting up and configure machines to user’s needs, also iphones
* Providing technical assistance, hardware and software support using Windows 7 and Office

**Hachette UK – Publishing - Date:** Dec 14 – May 15 **-Position:** 2nd Line Support Engineer \ Project Migration Assistant

**Responsibilities:**

* Working alongside desktop team to minimise call queue supporting 500 users, working in ITIL (BAU) environment using Landesk, Quest, and Kace etc.
* Setting up and configuring new laptops and desktops using, Windows 7, Office 2010 Sophos etc.
* Undertaking small-to medium-sized IT projects as instructed by the IT manager e.g. imaging laptops/ desktops then allocating them to users
* Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware also iphones and blackberry’s.

**Agilisys – IT services - Date:** Feb 14 – Sep 14**- Position:** Desktop Engineer

**Responsibilities:**

* To provide 1st/2nd line technical support using Supportworks to 2000 users using windows XP and 7 remotely
* Software installation and maintenance, office 07- 10, adobe, antivirus e.g. forefront .etc.
* Go out on site and provide support to users of site
* Contact external 3rd Party Suppliers when needed Dell, Konica etc.

**Pervious Work Experience**

**Arriva PLC – Transport services - Date:** Nov 13 – Dec13 **- Position:** First Line Support Technician

**OnCore IT – IT services - Date:** Aug 2013 – Sep 2013 **-Position:** First Line Support Technician/Service Desk Analyst

**British Heart Foundation - Charity - Date:** April 2013- July 2013 **- Position:** Intern IT Technician

**Camden Jobtrain – Training provider - Date:** February 2011-May 2012 **- Position:** IT Technician

**Education/Qualifications**

QA- Nov 2016

Fundamentals of Windows Server Infrastructure

Zenos Academy: Sept 2010 – Feb 2011

* Comptia A+
* Microsoft Certified IT Professional (MCITP) Enterprise Desktop Support Windows 7
* Level 3- Diploma in ICT Systems and Principles
* Level 3- Diploma in ICT Professional Competence
* Award in Employability and Personal Development
* Key Skills Level 2 – Application of Number and Communication

Information Horizons: Nov 2009 – Feb 2010 - NVQ Level 2 – In Microsoft applications

Camden Job Train: 2008 Oct - 2009 Sep - ECDL (European Computer Driving License)

**References** - **available on request**