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| **PERSONAL DETAILS:** | | | |
| Name:Address: | Patrick McGinnis 29 Broom Road  Teddington TW11 9PG | Email:Tel: | patrick.mcginnis@outlook.com  07910 146 655 (Mobile) |

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| **PERSONAL PROFILE:** | |
| Microsoft certified IT professional with extensive multi-sector experience. Multi-skilled computer engineer, specialising in: Network & Desktop support; IT Rollouts; and Project Delivery. Enthusiastic, proactive and dedicated individual whose calm demeanour has a positive impact on stakeholder management & team dynamics. Provides practical problem solving solutions and meets organisational service delivery requirements. Strong & confident communicator with excellent interpersonal skills, attention to detail & customer focus, strong work ethic. Key experience in the Education sector: UCSM(Lancaster), Blackpool and Fyld College, Kingston University, Key experience:  * **Network/Server Support (HW & SW**): Windows Server Builds/Support/Performance Monitoring 2003/08/12, VPN; TCP/IP, DHCP, DNS, WINS Network Protocols; ITIL(Foundation); Active Directory administration; Group Policy Management; Exchange Server admin; Citrix environment; Terminal Services; Altiris Administration; * **Desktop Support:** Deskside & Virtual deployment. SCCM 1st, 2nd & 3rd line Service desk experience; Citrix Thin client exposure MSI/AI Package builds and deployment; Terminal services; Remote Access (RDP, Teamviewer, VNC); Laptop & peripheral set-up and configuration; Support and troubleshooting; Call Logging systems (eg Remedy, Touchpaper, Maximo, LanDesk, ServiceNow, Spiceworks); Blackberry, Managed Print Services. * **IT Rollouts:** IMAC (Install, Move. Add, Change); OS migrations (XP to & Windows 7 to Windows 10); Hardware and Software refresh, build & configuration; Microsoft Office 365 Administration. * **Project Delivery:** Hardware decommissioning & refresh. Established and Managed Waterfront Learning centre (Portsmouth Naval Base); Video Conferencing(Polycom, Skype For Business, Lync, Cisco Webex); Sarbanes Oxley compliance; IT Audit and Asset Management. Virtual Training Suite for Navigational Skills and Comms. * **Field Service Engineer:** IT support (On-site and remotely) to 190+ offices in the north of England and Wales. Document Management, Properties on-line Web Marketing tool, Telecoms. Network Installations, Firewall configuration, Proxy Server, Web Admin-Printers and security. Server Installs | |
| **SYSTEMS EXPERIENCE:** | |
| * Microsoft OS: Windows 7, 8, 10 * Microsoft Office Suite and tools inc Office 365 * Virtual Desktop and PC imaging SCCM * Firewall, Disaster Recovery, Anti-Virus, IIS Security * Audio Visual Facilities (setup and support)Video Conferencing (Skype for Business, Polycom, Webex) | * Windows Server 2003 /2008/2012, AD, ADMT * Telecoms, Android, WiFi, IPAD, iPhone , Bluetooth * Corporate telephony VOIP support . * VMware, VSphere virtualisation, Horizon Mirage * MAC OSX Support and troubleshooting * ITIL Foundation 3 & DataCentre Management |  |

**EMPLOYMENT HISTORY:**

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| **Eurofins (Teddington)** | IT ContractorDesktop Support | **Oct ‘18– Jan‘19** |
| * Windows 10 rollout for project combining two companies LGC and Eurofins (LGC being the company that Eurofins acquired). Involving scripts to migrate Windows 7 instrument PCs from the LGC network to Windows 10 on the Eurofins Domain (Patching, setting up printer ports, instrument software management. (DNA Labs, Workplace Drug Testing, Drugs labs and Toxicology). LGC user’s laptops and desktops upgraded and transferred to Eurofins Domain. Offsite visits to setup transfer of Domains at other Eurofins/LGC sites * Conference room support (AV equipment) Lync/Skype for Business, Jabra Headsets WiFi configuration. SCCM, * Mobile Phone administration and support iPhone6s/7/7plus, IPad configuration. IT Asset Management. | | |

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| **Morgan Advanced Materials (Windsor)** | VIPSupport(Contract) | **Mar ‘17– Nov‘17** |
| * Providing VIP IT Support Morgan Head Office in Windsor and remote support globally : PC/Laptop imaging/builds using VMware Horizon, SCCM, WDS and MDT, Managing Virtual Disk capacity and errors * Boardroom support (AV equipment) Lync/Skype for Business, a Microsoft Windows 7, 8.1, 10, environment.. WiFi configuration. SCCM, SCOM, Mobile Phone administration MDM. IT Asset Management. | | |

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| **Kingston University (London)**  (End User Support Engineer) | IT Desk-side Support(Contract) | **Feb ‘16– April ‘16** |
| * Providing IT Support to over 10,000 students and staff: PC/Laptop imaging/builds using VMware Horizon, Managing Virtual Disk capacity and increasing when required following University Standard Operating Procedures. Supporting Office 365, Dropbox, External Visitors (Examiners) with guest user accounts. * Classroom support (AV equipment) SW, HW in a Microsoft Windows 7, 8.1, 10, environment. MAC support OSX . WiFi configuration. SCCM, SCOM, Virtual Desktops and Servers – Troubleshooting, Managing and Deployment. | | |

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| **Glyndwr University (Kingston, London)** Business Administration, | IT Desk-side Support(Contract) | **Nov ‘15– Dec ‘15** |
| * Short IT Support Contract. | | |

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| **Kingston University (London)**  Faculty of Science, Engineering and Computing | IT Desk-side Support(Contract) | **Feb ‘14– June ‘15** |
| The Faculty is composed of eight schools: Aerospace and Aircraft Engineering; Civil Engineering and Construction; Computing and Information Systems; Geography, Geology and Environment; Life Sciences; Mathematics; Mechanical and Automotive Engineering; and Pharmacy and Chemistry. | | |
| **Key Responsibilities /Achievements:**   * Roll-out of new hardware & software applications, troubleshooting network problems and diagnosing/solving hardware, software and mobile device faults. AV facilities in lecture theatres installed, configured and supported. * Excellent customer service and incident management achieved through effective prioritisation, process documentation & troubleshooting. Adhering to SLAs using LanDesk support tool. * Excellent technical, diagnostic and problem solving skills demonstrated in pro-active ownership of user issues. * Provide 1st/2nd/3rd Line support to Faculty – both Staff and Students, Managing Desktop Virtualization. * Technical support in Labs and Classrooms Ensuring AV and Desktop deployment configuration. * Managed Print Services MFDs, Engineering applications CAD, Solidworks, Ansys | | |

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| **WorleyParsons Ltd**  London | IT Desk-side Support(Contract) | **Oct ’12 – Feb ‘14** |
| WorleyParsons Limited is a large Australian provider of professional services to the energy, resource, and complex process industries. Employees worldwide: 37,800 | | |
| **Key Responsibilities /Achievements:**   * Provide first and second line support to a 1,000+ multinational user base, specifically the integrated client team. * Administer, maintain and support users of the mainly Microsoft & Dell laptop and desktop environment, ensuring that the business receives the highest level of service. * Effective prioritisation and stakeholder management demonstrated through VIP support, clear communication & timely delivery. * Coaching of desk-side support team members, through skill transfer & weekly meetings. | | |

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| **Franklin Templeton Investments**  Edinburgh | IT Rollout (Hudson contract) | **Jul ’12 – Sep ‘12** |
| Franklin Templeton Investments is one of the world’s largest Asset Management groups with over £451bn in assets under management on behalf of over 25 million private, professional & institutional investors. | | |
| **Key Responsibilities /Achievements:**   * Desktop and laptop rollout: XP to Windows 7. SCCM, Administration/Documentation- INFRA Enterprise Edition * On-site contract team, providing flexible, responsive IT support to 700 users. * Effective prioritisation and stakeholder management demonstrated through VIP support, clear communication & timely delivery. Successfully completed Software & Hardware Audit. | | |

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| **Swinton Insurance Group** Ayrshire | IT Rollout Engineer (Datacom contract) | **Oct ‘11 – Nov ‘11** |
| Swinton Group is a British insurance brokerage, with 600+ branches across the UK. >3,000 employees | | |
| **Key Responsibilities / Achievements:**   * Client IT Hardware decommissioning & refresh (Windows 7 Rollout) within Swinton Insurance branches. * Set-up, configure and test new software & desktop rollout to corporate build requirements. * Multiple Citrix Thin Client Terminal Installs, configuration and testing. * Rollout successfully delivered within tight timescales during live operational activity, with zero downtime. | | |

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| **Hilton Worldwide**  Glasgow | IT Desktop Support (IBM contract) | **Apr ’11 – Oct ‘11** |
| Hilton Worldwide is the leading global hospitality company, with more than 3,600 Hotels in 81 countries.  Circa 130,000 employees worldwide. | | |
| **Key Responsibilities:**   * Sole IT Desktop support engineer to 100+ users in Glasgow International Call centre (interim contract). * 1st and 2nd line desk-side and remote Desktop support, Windows 7.0 Support and Rollout * Performed daily checks on all network servers & systems, ensuring backups were performed successfully. * BAU for all Hilton Bookings through the call centre. | | |

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| **Spirit Aerospace (IBM)**  Prestwick, Ayrshire | IT Rollout (IBM Contract) | **Dec ’10 – Jan ‘11** |
| Spirit AeroSystems (Europe) Limited is the largest airframe supplier to Airbus and a key supplier of commercial airplane assemblies and components. Circa 1,000 employees. | | |
| **Key Responsibilities /Achievements:**   * Managed the desktop and laptop rollout: XP to Windows 7. | | |

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| Citigroup Barcelona, Spain | Senior Nextgen Engineer | Sep ’07 – Dec ‘08 |
| International financial conglomerate with operations in Consumer, Corporate, and Investment Banking and Insurance. Circa 260,000 employees worldwide. | | |
| **Responsibilities /Achievements:**   * 1st 2nd & 3rdLine support to over 26,000 Smith Barney Financial consultants in North America. * Technical support for remote access, Nextgen, financial & bespoke applications (incl Reuters, Bloomberg). | | |

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| **SERCO Defence & Aerospace (Security Cleared)** HMNB Portsmouth Waterfront Learning Centre | IT Systems Administrator | Aug ’05 – Sep ‘07 |
| Global technical facilities provider in various sectors, including Defence & Aerospace.  Circa 70,000 employees. | | |
| **Responsibilities / Achievements:**   * Provided excellent IT Support by maintaining an effective training and learning environment for Royal Navy personnel. * Reconfigured classrooms and workstations in line with training requirements. * Effective Fault logging, investigation and timely resolution. * Established Navigational simulation & communication room, to provide a virtual environment for Navy Personnel training. Managed on-site Internet Café. | | |

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| **Previous work history: Sep ’83 – Jul ‘05** | | | | |
| * Available upon request | | |  | |
| **EDUCATION :** | |  | |  |
| **Date** | **Location** | **Description** | | **Qualification** |
| 2015 | Kingston University | ITIL v3 Foundation Course | | **ITIL 3** |
| 2005 | Triangle, London | Windows 2003 Server Administration Course | |  |
| 2000/2001 | Frog Software | Microsoft Certified Systems Engineer Course | | MCSE/MCP |
| 1992 | Manchester, Siemens House | SQL advanced query course | |  |
| 1987-1988 | Loughborough University | BEng. Electronics & Manufacturing Eng | |  |
| 1983-1987 | Anglia Polytechnic Uni | Electronics & Telecoms Engineering | | HNC |
| 1978-1983 | St Michael's Academy | Highers (1xB, 3xC grades) O' Grades(1xA, 6xB grades) | |  |