

### **MICHAEL JAPON**

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**Personal Profile**

I am a highly motivated, proactive, flexible and hardworking individual with thorough understanding of business processes. Ability to work calmly and efficiently under pressure and remain very professional. High personal values placed on teamwork, time management and analytical thinking combined with excellent communication skills. Comprehensive experience in a range of hardware & software. Looking for a new and challenging IT support analyst position, one which will make best use of my existing skills and experience and also further my personal and professional development.

**Technical Knowledge**

Microsoft Windows 10, Windows 7, Windows XP, Windows NT, Microsoft Windows Server 2008,2010,2012, Active Directory, Azure, Microsoft Office 365, Office 2013, Office 2010. Microsoft Outlook, Microsoft Exchange Administration, Lync, Sametime, Skype for Business, Lotus Notes, IP Telephony (Cisco Call Manager), SCCM, Microsoft Intune, IBM Maas360 MDM, Blackberry Administration, Networking Technology (TCP/IP, DHCP, DNS), Cisco VPN, Citrix, Uniflow Enterprise Printing and configuration, PC Imaging and Software Delivery, Altiris, Dameware ,Fault finding and Troubleshooting, VMware/VMhorrizon, Remedy, Jira, Itrack, Service Now, Supportworks

**EMPLOYMENT HISTORY**

**London and Quadrant Housing Trust (L&Q Group) – May 2018 – September 2019 – Service Desk Analyst (Contract)**

Roll-out and support Windows 10 and Office 365

Deploying software to laptops and desktops via SCCM

Provide technical support service via telephone, remote control and site/desk visits.

Active Directory and Azure administration - account set ups and deletion, security groups management and password resets.

Microsoft Exchange Administration

Set up new starters on all systems and ensure hardware is in place for them when they start and follow leavers process when they leave the company.

Prepare and configure laptops, desktops and mobile (iPhones, iPads and Android) devices using MaaS360 MDM and Microsoft Intune.

Correctly record, categorise and prioritise requests presented to the Service Desk from the point of ownership through to resolution.

Ensure requests and incidents are resolved to the customer’s complete satisfaction and within agreed service level thresholds. (SLA)

Escalate support request/incident by following escalation process

Regularly reprioritise and update support requests

Relocate IT equipment and peripheral devices for individuals, teams, departments and branch offices - Desk moves.

Video Conference support, Microsoft Surface Pro, Surface Book, Surface Studio and Surface Hub support.

Plan and carry out upgrades of both hardware and software, undertake regular preventative maintenance of IT equipment used by the business.

Actively contribute towards the achievement of the Service Desk’s performance targets.

Maintain records on the Service Desk’s service management application.

Take ownership of ad-hoc or project related tasks when required.

Attend and make a positive contribution to regular team meetings.

Update technical support documents, knowledge articles and business processes.

**Society General - April 2015 – May 2018- Desktop Support Analyst**

Configuring and supporting desktop PCs, laptops, Printers, mobile devices.

Answer queries from users and ensure they are logged.

Support the business and ensure any IT issues are resolved quickly and effectively

Ensure calls are picked up in a timely fashion and managed to resolution

Make sure the correct equipment and tools are in place so users can work effectively

Perform scheduled checks to identify any potential issues and proactively resolve them

Escalate any issues in a timely manner where needed

Set up new starters on all systems and ensure hardware is in place for them when they start

Active Directory administration - account set up and deletion, security groups, distribution groups, password resets

Software support for MS Office applications, Cisco Call Manager, and other applications

Hardware and software license management

Daily system checks and helping with the administration of monitoring systems

Responding to alerts and escalating issues to the correct teams.

Desktop maintenance - imaging/reimaging where needed, replacement and supporting desk moves

**Newedge UK Financial LTD - February 2008 – April 2015 – Desktop Support Analyst.**

Supporting all IT Services including desktop PCs, laptops, blackberries, video conferencing and Uniflow enterprise printing

Set up new starters on all systems and ensure hardware is in place for them when they start and follow leavers process when they leave the company.

Active Directory administration - account set ups and deletion, security groups management, distribution groups, password resets

Answering incoming calls from users, processing emails requests and logging calls.

Taking ownership and monitoring incidents and request through to resolution.

PC Imaging and software delivery

VMWare/VMHorrizon administration

Hardware and software installations and troubleshooting

Remote Support and Desk Visits

Cisco IP Phone configuration

PC imaging and software delivery

Assist with disaster recovery and desk moves.

Identify and escalate any critical issues.

Working with suppliers for hardware and software purchasing

Hardware and software license management

Analyzing user support statistics/data and recommending appropriate measures.

Following procedures/checklists and updating support documentation.

###### ITNET PLC- July, 2000–February 2008- Desktop Support Analyst

###### Proactively managing all problems and orders through to resolution.

Supporting desktop and laptop environments based around Windows

Liaising with other Support Analysts to resolve complex application problems.

Providing and maintaining high standard service to clients remotely and on site.

Administering, documenting and tracking calls within the Service Management tool.

Set up new starters on all systems and ensure hardware is in place for them when they start

Hardware and software installations and troubleshooting

Raise POs, order and receive purchases

Setting up printers and making them available to users through print share

Setting up folders with relevant information and securing them through share and NTFS permissions.

Setting up and updating technical database i.e. problems and their fixes for IT engineers.

Desktop maintenance - imaging/reimaging where needed, replacement and supporting desk moves

# EDUCATION & PROFESSIONAL QUALIFICATIONS

**Azlan Training**

Upgrading Support Skills from Microsoft Windows NT 4.0 to Windows 2000

### **General Physics (GP) UK Ltd. – London - MCSE**

Implementing and Supporting Windows NT Workstation, NT Server, NT Server in the Enterprise, Networking Essentials, Internetworking with Microsoft TCP/IP 4.0 & Exchange Server 5.5.

**Hands-In Computing Ltd, London**

City and Guilds in Microcomputer Systems Installation and Maintenance 2

**PRESBY BOYS’ SCIENCE COLLEGE**

GCSE O-Level – Maths, Additional Maths, Physics, Chemistry, Biology, Geography, English and Accounting

GCSE A-Level – Physics, Chemistry, Biology and General Knowledge

**Projects Undertaken**

Rollout of Windows 10 and Office 365

Rollout of Windows 7

Rollout of Windows XP

Rollout of Customer Tracking System (CTS) software.

Rollout of SMS

## Other Training Achievements

Health and Safety

## Hobbies

Watching TV

Reading

#### Playing football

**References**

Available upon request