Alex Mullings

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**Skills**

* Active Directory/365/Exchange
* Windows 10/Office 2016 support
* Hardware installation & repairs
* Sophos Anti-Virus Administration
* Software Troubleshooting
* Mobile Device Management
* Analytical, goal-oriented problem solver

**Employment History**

**Vet Partners**

**2nd Line IT Support Engineer October 2019 – Present**

* First point of incident escalation
* Network traffic monitoring via Wireshark
* Working alongside Infrastructures team to implement integration of new remote sites and change management process
* Mentor to apprentice in O365, Active Directory
* Providing technical support to 1st line colleagues

**Garbutt & Elliott**

**IT Software Engineer July – October 2019**

* Extensive management of Active Directory and Office 365
* Implementation of asset management system
* WSUS/Nessus patching to servers and workstations
* Major incident management
* Hardware procurement and repair
* Created Raspberry Pi digital display signage system for Marketing department
* Powershell Reporting

**TSP Projects**

**IMIT Analyst**  **February 2017 – Jun 2019**

* Sophos Anti-Virus Administrator, completed roll out of new anti-virus software across the business
* Delivery of Skype for Business seminars to business
* Support for company wide network migration
* Provide IT technical line support to a business of 500 users across 5 sites using KACE Service Desk
* Extensive use of Active Directory, Office 365
* Workstation imaging via KACE
* WAN/LAN network support
* Demonstrated knowledge of Windows platforms
* Basic networking knowledge
* Rotating Duty Manager responsibilities

**Softbox Ltd**

**Helpdesk Coordinator June 2016 –November 2016**

* Providing first- and second-line technical triage for 25,000 individuals across a large government project
* Maintenance of in house Service Desk
* Self-taught familiarity with multiple Mobile Device Management platforms
* Resolution of all incidents to tight deadlines as agreed in Service Level Agreements
* Drafting and copywriting of learning guides and Knowledge Based Articles that have been sent out to internal and external partners

**Macmillan Cancer Support**

**Service Development Administrator August 2013 – June 2016**

* Working alongside IT Department to resolve IT issues, particularly focused on remote connections to server drives as well as any ad hoc queries from remote team; Microsoft Office queries
* Co-leading a series of Skype for Business 2015 (formerly Lync) training sessions for colleagues and team members and expanded this to a training and info session for the team that I directly support remotely.
* Leading Best Practice group to influence and improve ways of working to include mentoring of new team members in peer to peer development
* Self-prioritisation of workload, including ad hoc changes to adhere to deadlines
* Building and maintaining relationships with internal and external organisations

**Adva Optical Networking**

**Sales Operations Coordinator Jan 2013 – July 2013**

* Immediate upload and distribution of design files to CRM system
* Liaison between customer and internal departments to fulfil orders to tight, priority-driven deadlines
* Electronic invoice generation using OB10
* Using impeccable accuracy and organisational skills daily
* Extensive use of Microsoft Excel and basic graphic design programs

**Tribal Education**

**Project Administrator April 2011 – September 2012**

* Being the main point of contact between the student, the tutor and the college for long distance learning.
* Simultaneously manage two distance learning projects.
* Managing multiple projects totalling 1000 learners.
* Using impeccable accuracy and organisational skills daily
* Logging and tracking information on the in-house database.
* Extensive administration and liaison with all parties

**Qualifications**

* CompTIA A+ Pursuing
* CompTIA Net+ Pursuing
* CompTIA Sec+ Pursuing
* Introduction to Cyber Security – The Open University
* RSA CLAIT Level 1

**Education**

**York University 2004-2007**

* BA Hons, Archaeology

**St Peter’s School York 2001-2004**

* A Level Biology, History, Politics – Grade A-C
* 10 GCSEs including English & Maths – Grades A - C