**Mr. Amardeep Singh Lyall**

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***CRB Checked: -*** *17th October 2012*

***Disclosure Number: -****11010011226970*

*DBS Checked: - 14th September 2018*

*DBS ID Number: - P0000SSK3DC*

***PERSONAL STATEMENT***

*An articulate and confident Service Desk professional with proven customer focused skills working within ITIL led environments. Work well as part of a team with a methodical approach to ensuring jobs are seen through from conception to successful completion and thrives on working in a challenging environment.*

***SKILLS, KNOWLEDGE, ATTRIBUTES & ABILITIES***

***Effective Communication***

*I possess excellent oral and communication skills, developed from my working in a number of customer facing roles requiring clear communication with customers at all levels. This can be demonstrated by receiving feedback through emails received from customers as well as personal development one 2 one with team leader giving feedback.*

***Planning, Organisation and Management***

*I am a highly organised person who is able to plan and manage time effectively. This has been a core requirement of both employments to date and my academic studies. By resolving 98% of issues I have taken ownership with SLA’S at NPIA. I have demonstrated that I am able to manage and prioritise workload to ensure tight deadlines are met. Hence, with regards to academic side I have met strict deadlines to gain accreditation to degree level.*

*I can show my ability to plan, manage as well as organise my time effectively to meet deadlines.*

***Adaptability and Flexibility***

*I am an extremely flexible and adaptable person. I could say I like to venture new challenges and experiences. An example of this quick learning and adapting to the new call logging system from Sunrise to Remedy 6 as well as Version 7, so fast that I was logging call for the service desk on my second day without the requirement of supervision.*

*Most staff on the desk would manage this feat in their second week in the role. I am a team player most of all always willing to help out, is it with colleagues’ tasks, short notice shift changes or ad hoc work.*

***Personal Development***

*I can summarise my personal development through demonstrating and going through a phase change of the management of a service desk, the main key that has driven me to improve is motivation to be successful in every challenge I undertake.*

*This can be shown in my academic achievements and ability to excel in every job I have undertaken.*

***WORK HISTORY***

## *****DATE: - June 10TH*** *2019– PRESENT -***

***POSITION: - I****T 1ST/2ND lINE SERVICE DESK ANALYST*

***COMPANY: - DIXONS ACADEMY TRUST – Education Sector –***

***Dixons Academy based on 2 sites in Leeds as well as 24 academy schools in Bradford West Yorkshire – the Academy holds strict culture of success through operation of routine and protocols, an unwavering on results.***

***The Academy is ambitious for every student they teach – the vision is to see a society that benefits from the contributions of well-educated and empowered young people who come through their network.***

***Main DUTIES: -***

## *Provide 1st/2nd line support Microsoft Windows 7/10 – Microsoft Office 2016 MS Outlook 2016………*

* *Setting up new users i.e. Students/Teaching Staff/Non-Teaching Staff - creating a bulk load of new user accounts via RM CC4 (Console )– also, creating Office 365 accounts for email access as well assigning permissions to groups given by the role -*
* *(Active Directory) – New AD Accounts, Group Membership, Access Rights, Password Resets, pushing out GPO’s – Map Network Drives -*
* *Logging & Prioritizing 1st/2nd line queries, as well as documenting all calls using Zen desk –*
* *Laptop Setups and deployment –PXE Booting/Break & Fix – using WDS/MDT/ Hyper V Technologies –*
* *Supporting the in-house bespoke software app SIMS – trouble shooting – installing via the Main Server /updating the SIMS.net folder by copying and pasting a working copy file-from USB to C Drive –*
* *Support on Network infrastructure - performing Network patching on switches as an-when required – ad-hoc- basis-*
* *Assisting on the telephony side – installing CISCO Phones – patching as and when required –*
* *Troubleshoot issues with work-stations, Network Printers (Papercut) Staff/Student Applications – assigning correct licenses via Office 365 -*

## *****DATE: -*** *OCTOBER 8TH2018– PRESENT - Contract)***

***POSITION: - I****T tECHNICAL/SERVICE DESK ANALYST*

***COMPANY: - BRITISH LIBRARY***

***The British Library is the national library of the United Kingdom and the largest national library in the world by the number of items catalogued. The ICT Service desk provides Internal Support to deliver and maintain effective and efficient Service Desk Support – the library’s business objectives; using continuous improvement and other applicable approaches, incorporating best practice for industry, commerce and the HE sectors as appropriate –***

***Main DUTIES:-***

*• Provide 1st/2nd line support Microsoft Windows 7/10 – Microsoft Office 2010/2016 MS Outlook 2010/2016 support as a prerequisite within the agreed service level agreement - making sure that a suitable level of first time fixes is achieved. Also being the key assessor of Escalating tickets to internal teams within ICT -*

*• Remotely troubleshoot incidents using remote software administering user’s computers, i.e. installing & Supporting Multifunction Printers’ form of TCP/IP Connections/Local/Network. Manually installing software /*

*• Troubleshooting Network Faults and liaise with the Network Team on access to web pages need a static IP Address assigned –Ports need to be live – users EXT Setup for the facility of desk phone/ or added to the pick-up group - Video Conferencing*

*• Unlock AD Accounts as a pre-requisite – performing password resets / given passphrase as a security check or advising the end user to register with the (PSS) Password Self Service – in order to reset their own passwords going via security questions and answers - Also, supporting to recover access providing Bit-locker Recovery for end users – prompted on Windows 7 load up*

*• Also rolling out software via SCCM (2016 Server) to deploy desired software be it licensed or standard via the required assets/ administering the SCCM Console/ Monitoring checks for deployment has been successful or not. Again this can be determined selecting the desire software checking deployment status success/in progress/error/requirements not met/unknown*

*• Governing arrangements for laptop loan requests for customers – be it for St Pancras (London) or Boston Spa (Leeds) – recording and checking availability in laptop loan calendar for the specified time requested– tracking and recording the ticket in Top Desk - sending notifications to customers -*

*• Arranging of Purchase Orders – for hardware/software i.e. laptops, Surface PRO, desktops, Adobe Software, Microsoft Software et al – In Top desk to log the ticket – put it in pending third party – as supplier DTP arranges for goods to be transported to site Headquarters Boston Spa –*

*• Setting up remote user’s access to the Citrix Portal or (DA) Direct Access – for customers working offsite administering the AD Account adding the correct user group permissions – i.e. CTX\_Users – Remote Desktop\_Users – also sending the guide of instructing user how to access their Remote Access – means of accessing the Intranet/Internet – Network Drives -*

*• Assisting in issues related to Network Drives – gone missing – means of remoting onto client’s w/stations – and Troubleshooting issues – assisting customers via advisory who are on a RDP session – and are unable to access the Internet/Network Drives – and ad hoc -*

## *****DATE: -*** *MARCH 19TH2018– 28th September 2018 - Contract)***

***POSITION: - I****T tECHNICAL SERVICE DESK ANALYST****COMPANY: - NG BAILEY***

*NG Bailey is a family-owned business with a proud heritage and a proven track record of achievement. These strengths have spearheaded the elevation of the business to the leading position it is in today.*

***Providing both 1st & 2nd line Technical Support to around 2,500 clients.***

***Main DUTIES:-***

*• Provide 1st/2nd line support Microsoft Windows 7/10 – Microsoft Office 2010 support as a prerequisite within the agreed service level agreement - making sure that a suitable level of first time fixes is achieved prior to escalating the problem given all details subjected on the call. Also, deliver users with regular updates and agree call resolution before closure.*

*• Administering Microsoft Exchange Server 2007 & 2010, creating as well as amending user mailboxes, shared mailboxes & distribution groups.*

*• Remotely troubleshoot incidents using remote software administering user’s computers, i.e. installing & Supporting Multifunction Printers’ form of TCP/IP Connections/Local/Network.*

*• Troubleshooting Network Faults and liaise with the Infrastructure Team*

*• Supporting Cloud Services,* Office 365*Administering the Exchange 365 /Windows Server 2012- as changing email account settings – adding removing access to shared/personal Mailboxes – SKYPE logging access issues, Troubleshoot issues related to bespoke (Internet/Intranet Based) NG Bailey applications – Assisting clients on logging issues with Office 365 – Mapping Network Drives – giving access to specific Network drives, requiring approval from Line Manager – Provide Generic Support on MS OFFICE 2010*

*• Assisting clients on Mobile Devices – i.e. Mobile phones Tablets – issues related to access the Internet/ MS Outlook signing into Office 365 – SIM Activations – Reallocating Mobile Phones/Tablets as per the call logging system – Tablet & Handset Configuration/Support - Android & Windows Phone*

*• Unlock AD Accounts as a pre-requisite – performing password resets / changing name conventions as required – add or remove groups within AD –*

*• Assisting Clients access to the VPN (Fire-Pass) connectivity issues – Trouble shooting/Administering VPN Accounts – providing temp passwords for remote access for– Internet/Intranet – Network Drive Access -*

## *****DATE: -*** *SEPTEMBER 07TH 2017 –JANUARY 24TH 2018* ***POSITION: -*** *I****T 1ST LINE Service Desk Analyst PERMANENT*

## *****COMPANY: - HERMES/ RICOH*****

*Hermes a company supplying logistical services to meet global demands – providing IT services on 1st line for internal and external customers.*

***Main DUTIES:-***

*• Provide 1st line support as a prerequisite within the agreed service level agreement - making sure that a suitable level of first time fixes is achieved prior to escalating the problem given all details subjected on the call. Also, provide users with regular updates and agree call resolution before closure.*

*• Create & administer New & present user AD Accounts/mailboxes via Active Directory Exchange 2010 –*

*• Unlock AD Accounts as a pre-requisite – performing password resets / changing names as required – add or remove groups within AD - performing Bit-locker recovery*

*• Performing daily checks - / checking bespoke web pages on line – pinging servers (local)*

*• Remotely troubleshoot incidents using remote software administering user’s computers, i.e. installing printers as well as changing email account settings – adding removing Mailboxes –Lync, Cisco J Agent CRM Troubleshoot issues related to bespoke applications given the primary diagnostics to perform – if not escalate ticket to the various teams within the business –*

*• Also roll out software via SCCM to deploy via the required assets/ administering the SCCM Console/ making checks for deployment has been successful or not.*

***DATE: -*** *MAY 2014* ***–*** *september 06th 2017*  ***Position: -*** *IT 1ST /2ND LINE Service Desk Analyst**PERMANENT*

***Company: -*** *DAISY IT (Infrastructure Services) (Present)*

*Daisy IT is the leading establishment giving complete end to end services, hosting services in the Cloud. Core aspects of Daisy IT is to simplify desktop management besides build secure reliable networks.*

***Main DUTIES:-***

*• Provide 1st/2nd line support as a prerequisite within the agreed service level agreement - making sure that a suitable level of first time fixes is achieved prior to escalating the problem given all details subjected on the call. Also, provide users with regular updates and agree call resolution before closure.*

*• Create & administer New & present user Accounts/mailboxes Via Exchange 365 Active-Directory / also – creating AD Security Groups making a combination of READ/READ WRITE.   
  
• Administer user profiles; changing email account settings on the Exchange server. Modify Group Permissions within AD as well as assisting recovering files & folders also mailboxes missing in MS Exchange and PST files.*

*• Administer the Be-crypt Console – for clients fail to recall their password on the initial screen for Windows 7 to load up – reset the password*

*• Administer the VPN – Clients who are having issues to connect remotely to access their Network Drives*

*• Using Hyper-V /RDP jumping on desired site servers -administering Missing Files and Folders*

*• Administrate the email gateway which includes releasing quarantined/held emails using MIMECAST.*

*• Remotely troubleshooting incidents by means of remote software to take control of user’s computers, i.e. when installing Software/installing printers/trouble shoot software related issues. Also roll out software via SCCM to deploy via the required assets/ administering the SCCM Console/ making checks for deployment has been successful or not.*

*• Carry out the administration side of producing daily ASIGRA DCAST Management checks for de-activating assets and removing assets specified by given date.   
Also using PowerShell Commands for producing AD Reports/Asset Reports – produce Be-crypt –Reports / ASIGRA Reports.*

*• Contributed effectively to the establishment and maintenance of the DAISY departmental Knowledgebase (CMDB).*

*• Contributed to the One Note Knowledgebase for the project (ABC)* continuous *improvement initiatives such as adding to the knowledge database and making processes more efficient.*

***WORK HISTORY***

***DATE: -*** *FEBRUARY 2013 – MARCH 2014 (1 YEAR 2 MONTHS)* ***Position: -*** *Desktop Services Technician CONTRACT*

***Company: -*** *BRITISH LIBRARY**BOSTON SPA (WEST YORKSHIRE)*

*The British Library is the National Library of the UK. The library is a major research library, holding over 150 million items from many countries, in many languages and in many formats, both print and digital books, manuscripts, journals, newspapers, magazines, sound and music recordings, videos, play scripts, patents, databases, maps, stamps, prints, drawings. The Library is going through a change role out of moving from Windows XP to Windows 7.*

**Main Duties:-**

*Rolling out Windows 7*

*• Provide 1st line support to 2,500 internal BL staff including (main site) Boston Spa and (headquarters) St Pancras whilst adhering to SLA’s.*

*• Handle inbound internal calls on a daily basis and tackle email queries in place of assigning calls to correct teams.*

*• Work within service management environment following ITIL practices as a team member*

*• Remotely troubleshoot incidents using remote software administering user’s computers, i.e. installing printers as well as changing email account settings – adding removing Mailboxes.*

*• Roll out software via SCCM console (Web Version)*

*• Create and administer AD Accounts as well as email accounts using Active Directory – Also Administer user profiles; modify group policies and permissions.*

*• Recovering files, folders and mailboxes missing in MS Exchange.*

*Achievements in this Role:*

*• Given training on the SCCM Console*

*• Developed and enhanced more ITIL standards within Desktop Services.*

*• Constructed good team building skills.*

***DATE: -*** *JANUARY 2011 –OCTOBER 2012* ***Position: -*** *NONE*

***Company: -*** *NONE*

*STUDYING (wINDOWS xp) MCDST as well as Job Hunting*

***DATE: -*** *JANUARY 2011 April 2011*

**peRSONAL: -** *Got Married as well as Travelling*

***DATE: -*** *August 2010 December 2010*

***Career Break -*** *International Travel*

## *****WORK HISTORY*****

***DATE: -*** *JUNE 2006 –JUNE 2010*  ***Position: -*** *SERVICE DESK ANALYST CONTRACT*

***Company: - (****NPIA) NATIONAL POLICE IMPROVEMENT AGENCY NORTH YORKSHIRE HARROGATE*

*• Providing critical national service*

*• Building capability across the police service*

*• Providing professional expertise to police forces and authorities.*

**Main Duties:-**

*• Provide 1st/2nd line support to 2,500 internal NPIA staff and 168,000 users of Managed Learning Environment (NCALT) including Metropolitan Police Officers throughout the UK whilst adhering to SLA’s*

*• Handle inbound and outbound calls on a daily basis and tackle email queries*

*• Work within service management environment following ITIL practises as a team worker.*

*• Aim to First Time Fix incidents to prevent escalation by using experience and knowledge base.*

*• Remotely troubleshoot incidents using remote software i.e. installing printers on computers, mapping drives and changing email account settings.*

*• Troubleshoot wireless and broadband connection issues for laptop users who remotely connect to the WAN.*

*• Provide support for Blackberry device issues such as activation and configuring.*

*• Create and administer network and email accounts using Novell Console One and Active Directory.*

*• Also provide technical support on firewall, spyware, virus and pop up blocking issues on Windows platforms.*

*• Administrate the email gateway which includes releasing quarantined emails using MIME sweeper.*

*• Proactive and reactive monitoring of servers over LAN and WAN networks.*

*• Contribute to continuous improvement initiatives such as adding to the knowledge database and making processes more efficient.*

*• Assisted users to access certain files & folders (hidden) at the same time assigning applications for their job role using Active Directory*

*• Administer user profiles; modify group policies and permissions as well as assisting users recovering files, folders and mailboxes missing in MS Exchange.*

*• Helped in migration from Windows 2000 with Novell GroupWise to Windows XP with Microsoft Outlook.*

*Achievements in this Role:*

*• Promoted to the NPIA side of the service desk from the NCALT side after 6 months.*

*• Had a 3 month secondment to IT local support where I honed my problem solving and customer facing communication skills.*

*• Given training on the Helpdesk Institute Training (HDI) workshop.*

***DATE: -*** *October 2003 – may 2006*

# *INSTITUTE: - LCM Leeds College of Music*

***WORK HISTORY***

***DATE: -*** *JANUARY 2003 –SEPTEMBER 2003* ***Position: -*** *IT HELPDESK TECHNICIAN CONTRACT*

***Company: -*** *FUJITSU WAKEFIELD*

**Main Duties: -**

*Providing support to the Home Office workers and Cabinet workers on the following applications:*

*• Microsoft Office 97/ 2000*

*• Microsoft Windows 2000 XP Logging in problems to network*

*• Microsoft Outlook*

*• Printing Issues*

*• Microsoft Windows 2000 Poise & TBC – Siemens Connections (Password Resets)*

*TBC Lockout Issues (Software Problems)*

*• Telecom issues (Telephony).*

*My main objectives were providing support on the following:*

*• Administrating access rights to login to* ***poise network TBC*** *(Home Office) bespoke software.*

*• Using –* ***Microsoft Outlook*** *diagnosing files or folder missing*

*• Using* ***Windows XP*** *to administrate accounts on the network*

*•* ***Telecom Issues*** *– calls escalated to third party i.e. BT & Cable & Wireless regarding faults.*

*• Using –* ***Microsoft Office 97/2000****, undertaking file restore, profile refresh to document in word. Excel, Access*

*•* ***Printing Issues*** *– performing diagnostics checks for paper tray jam, powering off printer, if need be call escalated to 2nd line support.*

Achievements in this Role:

*• Started to get the grips of the call logging system and resolving incidents alone & without colleagues’ assistance on 3rd day of my contract due to ability to learn new skills and adapt quickly.*

*• Developed and expanded going on training programmes for customer communication skills by workshop role-plays and seminars.*

***I.T SKILLS***

*As an overall I have experienced using the following software as part of my job roles:-*

**\*Microsoft Windows NT/2000 \* Microsoft Windows XP \* Microsoft Windows 7 \***

**\* Microsoft Windows10 \*Windows Server 2000/2003/2008/2012 \***

**\* Novell Console One Netware, Novell \*GroupWise \*Exchange 2003 \* Exchange 2010 \*Exchange 365 \*Active Directory**

**\* Microsoft Office: 97 2000, 2010 2013 2016**

**\*Clear Swift Mimesweeper Manager \* Virtual Network Client \* VPN Hyper V \*PowerShell \*MIMECAST**

*CALL LOGGING SOFTWARE*

**Remedy Version 6 – 7, Peregrine Sunrise, SAP Touchpaper ASTEA 10 – SERVICENOW Vivantio**

*Also like to mention that I attended a 5 day MICROSOFT DESKTOP Support Technician Course for supporting users running windows XP Operating systems & applications on Windows XP Operating Systems (2261 & 2262)*

***EDUCATION***

***Leeds Metropolitan University*** *BSc Hons Business Information Technology 2:2*

*Sep 1999 – June 2000*

***Leeds Metropolitan University*** *HND Business Information Technology 2:1*

*Sep 1997 – June 1999*

***Thomas Danby College*** *GNVQ BTEC Advanced Business & Management GNVQ BTEC Intermediate Business & Finance  
Sep 1994 – June 1997*

***Allerton Grange High School*** *7 GCSE’s*

*Sept 1991 – June 1994*

***LANGUAGE SKILLS***

*Punjabi, Hindi, Urdu*

**REFERENCES**

References available on requests