CURRICULUM VITAE

**PERSONAL DETAILS**

**Name:** Martin Cook. **D.O.B** 10/01/1987

**Home:** 0161 900 5732 **Address:  
Mobile:** 07540 780 840 19 Dovedale Road  
 Offerton  
**Email:** [MNJL2014@gmail.com](mailto:MNJL2014@gmail.com) Stockport  
 SK2 5DZ

**EDUCATION:**

**High School:** Offerton High September 1998- July 2003

**QUALIFICATIONS:**

GCSE

English Language B Design & Technology B

English Literature A Physical Education D

Maths A German G

Double Award Science BC Geography C

RSA

Stage 1,2,3,4 & 5 Word Processing A

Stage 6 B

Stage 1, 2, & 3 Spreadsheets A

MCSA 2003 (not renewed)   
ESET Technical advanced 2016

DATTO Advanced Technician

Full & Clean UK Drivers License

**MY OBJECTIVE**

My goal is to work for a company which is friendly, respectable and part of the community; I am looking for career where I will be able to work to the best of my ability using my knowledge and skills, and also a company which will provide the opportunity to access useful experience and training to progress my career to the absolute best. I consider myself to be enthusiastic and a dedicated IT professional, highly motivated, organised and assertive. I appreciate the value and importance of key skills such as appearance, punctuality, and integrating within a team environment. I aim to maintain a high standard of work ethic throughout my career.

I am a hardworking, career driven IT Engineer with experience of providing IT Support

to a range of different clients including: Schools, Local Government, Emergency

Services, Libraries and Corporate Enterprise. I have experience of providing support

from both a Helpdesk and face to face in the field. A technically minded individual

with a large skill set including Server, Desktop and Infrastructure Support across

multiple platforms and technologies including Windows, Mac, Linux and iOS. With

an eye for improvement is always looking to improve end-user service and get the

most out of what resources are available. Relishes a challenge and works well under pressure.

**WORK EXPERIENCE**

Quadris LLP Feburary 2010 - PRESENT

**Work title:** Technical Consultant / 3rd Line Managed Services.

My role at Quadris is massively varied with no two days being the same, we have a strict change management process we must adhere too. All of our work is managed by Dynamics CRM. I am an account manager for several of our Key Clients where I am responsible for the delivery of service with monthly service delivery reviews with IT Managers.

I will now list some of the most common areas of my work but the list is most certainly not limited to the below!.

**Roles and responsibilities:**

* Service Desk & Field Support to a wide range of clients
  + When I am working on the service desk we work to ITIL best practises and adhere to our strict security polices set in line by the ISO 27001 guidelines.
  + I manage my own work load and take support calls from the phone or those that have been received via email into our service desk system, I will deal with the call from pick up to confirmed resolution
  + My role is 70% Office based and 30% field based
* Project planning and resourcing
  + Working to PRINCE best practices
  + Microsoft Project
* Project delivery
  + I have been with my projects from Planning to Implementation
* SharePoint 2010/3 Support
  + Several clients have SharePoint organisations that we have implemented and offer support for.
* Exchange 2007, 2010 and 2013 configuration and management
  + Most of our clients have an on premise exchange server (those that don’t have 365) that we fully manage.
  + I have installed several new 2013 servers
  + I have performed 3 upgrades from older versions to exchange 2013
  + I am responsible for a broad range of exchange tasks, Account creation, complex journaling rules, email signature management to name a few
* Server 2003, 2008, SBS2011 and Server 2012 Support
  + I have an MCSA in server 2003
  + I work on server 2008 and 2012 daily for massive verity of issues.
    - Account creation and management, printer management, users share and permissions management, application control, group policy creation and administration, DHCP and DNS administration to name the most common tasks
  + I have installed many servers, both physical and virtual
* SQL Server
  + Installation of SQL – Various version
  + Hardware requirement calculations
  + Creating SQL Queries
  + Managing Database of some smaller applications
* Active Directory management
  + I use AD Daily to manage users accounts at all levels, some clients have a change policy in place that we must adhere to for security reasons.
* Backup Exec 12.5, 2010 and 2012 management
  + Several of my clients still use Backup Exec, several times a week i find myself troubleshooting failed backups.
  + Creating new backup jobs
  + Restores
* Veeam Backup
  + As above, but only our larger clients use Veeam, with the addition of cross site replication and DR testing
* Working with VMWare ESX, Workstation, Vcenter management and Hyper V
  + Many of our clients have virtual infrastructure be it VMWare or HyperV which we are responsible for.
  + Some of my tasks include, Physical to Virtual migration, Cross platform migration (from VMware to HyperV or visa versa)
  + Setting up load balancing for clients with multiple hosts and/or SANs to ensure we are getting the most IOPS possible for each host.
  + Setting up SNMP Traps to monitor and alert for possible issues
  + Building new hosts and their guests for both VMWare and HV
  + Performance monitoring and proactive problem management
* Firewall management
  + We have several clients with SonicWall devices that we fully manage and support
    - Tasks may include port redirection, firewall log digests, managing licensing and vendor specific AV, Spam, Spyware and Content filtering
    - Troubleshooting any issues we may be faced with
  + We also have several clients that use Cisco ASA’s that have cloud ASDM and local management.
    - Tasks will be similar to the above listed.
* ESET Control Centre management
  + We are a partner of ESET and I have the ESET Technical training and also sales training to enable me to full support and resell their products
  + I manage the AV for all of my accounts and ensure that they are fully up to date with Virus definitions which are centrally managed by the ESET Remote Console.
* IPV4
  + Managing and setting up the LANs and cross site connectivity for my accounts.
  + DHCP and IP management
  + Designing and implementation of new LAN’s for clients.
* Routing and Natting
  + Ensuring all connectivity is working as it should for my accounts
  + Applying any NAT rules that may need to be applied and working out best solutions for my client’s needs.
* Onsite presence with clients up and down the UK (Guernsey inc)
  + As my role is half field based I need to be good at time keeping and ensure I arrive onsite when I tell the client I will, I need to be smart, polite and confident and ensure I promote our company brand to the best of my ability.
  + On occasion i may need overseas travel or often work away and require hotel accommodation
* Data cabling in CAT5, CAT6 and Fibre
  + For client office moves I offer the complete solution from arranging the office move to full office cabling, for sites with multiple offices I will install fibre myself (pre terminated, I do not have a splicer)
  + Cable management and pulling
  + Patch panel termination and data cab cable management
  + Network design and pricing
* AMX Home automation and CCTV implementation and management
  + We have a client that has had a multi-million £ home automation system designed and installed by us, part of this project I have been involved in AMX receiver installation and termination (circuit level)
  + Installation of the Estates CCTV System and remote management using AXIS Cameras and HIKVISION and LILIN appliance’s
* Terminal server planning, design and installation, 2007 and RDS.
  + Full terminal server design and installation
  + Server teaming and load balancing across TS Farm
  + Setup of RDS Gateway for remote access
  + Configure group policies for customers’ needs
  + Setup profile redirection, data management and / or Virtual profile disks
* Wireless Installations
  + Site surveying for seamless roaming WiFi Coverage.
  + Installation of cabling and Access points in concealed locations to customer’s request.
  + Remote cloud management of Ubiquiti and Cisco devices.
* UPS Load calculating
  + Working out draw of hardware to correctly size my clients UPS
  + Installation of freestanding and rack mountable UPS’s
  + Remote management for UPS
* Extensive experience with desktop and laptop troubleshooting and repair.
  + I am the most experienced “Hardware Guy” here at Quadris and most certainly the most practical.
  + Any PC or Laptop issues come to me, be it hardware replacement or a simple backup and rebuild.

Fathom IT LTD November 2007 – January 2010

**Work title:** Field Engineer, Workshop Engineer 1 day a week

**Roles and responsibilities:**

* Onsite rebuild and repair
* Data Recovery – Data transfer
* Server 2003 support
* MS Exchange Support
* Active Dir. Support and User management
* Software installation and Virus Removal
* Onsite Networking
* Onsite support to end users and Medium sized Businesses
* CCTV and Alarm systems installation
* CCTV Monitoring and local installation of both DVR and NVR

O2 UK on Behalf of Computerland UK PLC September 2007- November 2007

**Work title:** Laptop roll out Engineer

**Roles and responsibilities:**

* Onsite rebuild and repair
* User profile Migration
* Software installation using marimba and Active Dir.
* Laptop Upgrades

The Computer People June 2007- August 2007

**Work title:** Field Engineer – (9 week Contract)

**Roles and responsibilities:**

* Onsite rebuild and repair
* Virus removal
* Software installation, And brief guide of XP / Vista
* Data backup and Migration to new machine
* Network configuration

O2 UK on Behalf of Computerland UK PLC March 2007- April 2007

**Work title:** Roll Out Engineer – (5 week Contract)

**Roles and responsibilities:**

* Onsite Upgrade of approx 300 units
* Roll out of 100 Units
* Software installation using Marimba and AD
* Data backup and Migration to new machine
* Some Citrx and LAN work when needed

Micro Direct LTD March 2006- February 2007

**Work title:** Computer Engineer, Technical Customer Support

**Roles and responsibilities:**

* Building computer systems
* Upgrades & Repairs
* Fault finding
* Telephone / Internet customer support
* Software installation & configuring firewalls
* Designing computer specifications/Layouts and Case Modification
* Chasing up orders with suppliers & couriers
* Ordering of stock

Stockport NHS February 2006- February 2006

**Work title:** Roll Out Engineer – 12 days

**Roles and responsibilities:**

* Building computer systems and installation on site
* Software installation & configuring firewalls for standalones
* Providing basic training over Windows XP
* Upgrades for older Computers and 3 Servers
* Migrating User accounts and Data

Elite PC’s June 2003- Present

**Work title:** Computer Engineer, Software Analyst

**Roles and responsibilities:**

* Building computer systems
* Calling on customer sites for installation of Computers, Upgrades & Repairs
* Upgrades & Repairs
* Fault finding
* Website maintenance
* Telephone / Internet customer support
* Software installation & configuring firewalls

Tesco Ltd June 2005 – November 2005

**Work title:** General Assistant

**Roles and responsibilities:**

* Stock replenishment & rotation
* Customer relations

NSM Building Services March 2004 – May 2005

**Work title:** First Fix Joiner

**Roles and responsibilities:**

* Installing kitchens, windows and Doors
* Extensions
* Loft conversions
* CAD and portfolio

Edgeley Sports and Fishing June 2003 – February 2004

**Work title:** Customer Service Assistant

**Roles and responsibilities:**

* Customer services
* Stock counts
* Maintaining stock level
* Customer relations
* Web admin, computer tech

Hobbies

My hobbies include: Competitive match fishing, Family time and Technology

**References**

Available on request.