**Computer Experience:**

E-Gate Specialist. Working with two external stakeholders. Vision Box who designed the gates according to Home Office Specifications and Fujitisu who deploy and maintain the network server software which links the various boxes to each other and the Home Office secure servers. E-Gates act in effect as Border Force Immigration Electronic Gates. I oversaw their installation in three locations in Manchester where I am responsible for their maintenance and component level repair.

Attended Cerco Training’s intensive Computer Systems & Network Support course Practical experience of installation, repair and maintenance on a wide range of software and hardware products including:-

# Fundamental Concepts

* PC Operating Systems, PC Hardware, Device Resources, BIOS/CMOS. Number systems.

# Operating Systems

* Installation & Configuration, Troubleshooting, Command Line Commands, Performed on a variety of Microsoft Windows platforms.

# Networks

* Topologies & Protocols, Security, Resource Sharing, Network Administration, Peer-to-Peer & Client/Server, TCP/IP Networking, Networking Services, Configuration and Troubleshooting. WiFi installation, use and testing. Domain Membership & Policies.

# PC Hardware

* Motherboards, CPUs, Memory, Device Installation, Upgrading and Configuring, Diagnostics. Troubleshooting. Biometric recognition devices. Laptop Maintenance

# Communications

* Standards, Ports and Modem Configurations, Dial-up Networking & x DSL, Remote Desktop, Intranet/Internet, Routers/Gateways, Troubleshooting.

# Printer Technology

* Laser/Matrix/Inkjet Printer Principles, Removal and Replacement Procedures, Local and Network Printers, Troubleshooting.

# Qualifications

* Cerco Certificate in Systems & Networking (CCSN)

**Employment:**

April 2017 – Present **IT SUPPORT SOS** Freelance Consultant

Current contracts BMS Solicitors (remote and onsite 2nd Line)

Campari London (Onsite 2nd Line support)

April 2013 – April 2017 **ESP** IT Field Engineer

* E-Gate Specialist and 3rd line Support to all airports in the North West.
* Break Fix of Computers and Printers
* Electronic component diagnose and repair
* Cloud server implements and Router installs.

October 2012 to April 2013 **Cerco/BT Engage** IT Engineer

* Lenovo desktop and laptop setup and install of windows 7.
* Training new engineers.
* trouble shoot and fix.

July 2012 to October 2012 **SIA** Door Supervisor

* Night club security

July 2007 to June 2012 **Laptop SoS** IT Manager

* Management of an IT recycling Plant, IT engineers, and Account Tracking
* Laptop fault diagnosing and repair
* Bespoke System builds and Networks

February 2007 to July 2007 **BskyB** Satellites Engineer

* Installation of satellites equipment, and diagnoses of broadband faults.

August 2006 to February 2007 **Triage** Laptop Engineer

* Repair of mastercare warranty laptops.
* Board level faulting finding and solder repairs.

February 2006 to Aug 2006 **LBM** Bulldog Agent

* B2B sales of Broadband & Tel Packages.

September 2004 to February 2006  **MZ Group Ltd.** IT manager

* I work with in a large organization maintaining the Network and the company Database. Upgrading computers installing new hardware and software. Carrying out repairs to faulty hardware. Conducting basic computer training sessions for staff members on Windows based software.

September 2003 to August 2004 **PC World**- P/T Business Sales Manager

* Selling computer systems and advising on the specific needs of business clients.

September 1999 to September 2003 **Lexcom Networks** Business Accounts Manager

* Selling computer hardware and software directly to retail outlets and businesses. Advising clients on there specific requirements

September 1989 to August 1999 **Samuel Laurence Property Specialist -**Estate Agent

* Selling and letting residential property

**Education/Training:**

2012 to 2013 **Cerco IT Training:-**

* Cerco Certificate in Systems & Networking

2001 to 2004 **University of East London**

* Bsc in Computer Technology

2000 to 2001 **East Essex College, South-end on Sea**

* City and Guilds Diploma -Computer Networking and HTML Design

1986-1988  **Arden 6th Form College, Manchester** –

* BTec Diploma Business and Finance

1980 to1986 **Burnage High School, Manchester**

* GCSE-Maths, English, History & Art

**Additional Information:**

Marital Status: Married

Full UK Driving Licence