### **EMPLOYMENT**

Antony Naylor

IT Professional

**Profile**

A knowledgeable and responsible IT professional with 27 years of experience in a large and highly complex IT environment.

A broad range of skills, including networks, OS’s, desktop support, and large scale deployments.

An experienced team leader, working best with a team but with a proven ability for lone working when required.

**Contact**

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52 Lawton Rd

Alsager

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07919 344 858

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**Hobbies**

Cooking

Reading

Rock climbing

Training to climb Mont Blanc

#### 1992 – 2019

IT Professional, Manchester Metropolitan University [www.mmu.ac.uk](http://www.mmu.ac.uk)

Responsible for second and third line IT support, incident co-ordination, change management, and project work

**KEY SKILLS**

* Specialist support for Windows 7 and 10, OS
* Specialist support for Android and iOS
* Team leader – task assignment and progress chasing
* Progress reports to local and senior management
* Mentoring and support for lower graded technical staff
* Hardware and software trouble-shooting
* Active Directory for user and group management, and folder rights
* Understanding of network file storage
* Networks – diagnose wired and wireless connection issues
* IP configuration, PC and Mac
* Imaging and app deployment with SCCM
* Support for specialist hardware, peripherals and software

**KEY ACHIEVEMENTS**

* Rollouts of PC and Mac hardware (100+ PCs per rollout)
* Windows 7, Windows 10, and OS X deployment (500+ PCs, 70+ Macs)
* Large scale app deployment
* Large scale network printing deployment (46 printers, 5000 users)
* Data migration from Netware to AD (100+ users)
* Database modification and migration
* Support for large scale relocations

### **EDUCATION**

**1991**

Birmingham Polytechnic

Graduate Diploma in IT

**1987**

University College of North Wales, Bangor

BA (Hons.) English (2.1)

#### 4 A-levels – English, Geography, Biology, General Studies

References available upon request