## 

## Nigel Stuart Gains

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# **PERSONAL PROFILE**

An experienced, customer driven, professional & organised Desktop Support / Field Service Engineer with over 20 years’ experience in large and small organisations. Over 5 years’ experience of Active Directory administration & 2 years’ Office 365 support. Trained Compaq systems engineer, with excellent customer service & communication skills. Used to working & dealing with blue chip customers.

# **KEY SKILLS**

Possessing the commitment and ability to constantly learn new work skills.

Good analytical and problem solving capabilities.  
Ability to manage and take ownership of problems through to resolution. Used to working to agreed SLAs & possessing the ability to use initiative when facing problems.  
Experience of liaising with and providing telephone/email/remote/face to face support to internal/external users.  
Effective communicator with technical and non-technical users.  
Active Directory administration. Creating, Deleting, Enabling, Disabling, & Administering User Accounts & Computers within Groups

Excellent written and verbal communication skills.  
Ability to work effectively with minimal supervision and on own initiative.  
Used to working within a fast paced environment where work/tasks are prioritised and reprioritised as required.  
Good team member. Enjoys working as part of a team, contributing and offering ideas to help the team achieve objectives.

**CAREER HISTORY**

**April 2019. Windows 10 / Office 365 Deployment Technician.**

Short 4 day contract for Soft Cat/VIQU on site at Cielo Talent in Manchester.

Upgraded over 80 Thin Client terminals to Windows 10/Office 365 on Dell Laptops, moving Users & Computers to correct Organisational Units in Active Directory & giving a quick Windows 10 overview to recipients.

**March 2018 – February 2019. Deskside/1st/2nd Line Support Engineer.**

Rolling 6 Month contract for Hays IT representing Computacenter onsite at

AstraZeneca Pharmaceuticals in Macclesfield. Supporting Windows 10 & 7 Deskside Support & upgrades & Office 365, mainly on Lenovo Desktops & Think Pads but also including HP & Microsoft Surface Pro devices. Using Service Now (SNOW) to create & manage Incident & Request Task Tickets to agreed SLAs. Contract ended due to CC making a Full-Time appointment.

**December 2017 – January 2018. 1st/2nd Line NHS Support Engineer.**

Short term contract for Baddenoch & Clark at Royal Stoke NHS Hospital UHNM covering HP & Dell PC, Laptop & peripheral support on Windows 7 & MS Office/Outlook 2012 Platforms.

**June 2017 – December 2017. Windows 10 Lenovo Laptop Migration Engineer.**

A 3rd Vertex / CoreTX contract on KPMG sites in Manchester, Leeds, & Liverpool. Role involved migrating user data from Windows 7 Laptops to new Lenovo Windows 10 Laptops. Models included T460S, T470S, Yoga 260, Yoga 270, & X1 Tablet.

**March 2017 – May 2017. Windows 10 / Office 365 Deployment Engineer / Floorwalker.**

Another Vertex contract representing Atos / CoreTX on site at Vitality Health at St. Christopher House in Stockport. Role involved 800 user Rollout & Floor walking Support following Migration. Reimaging H.P. Desktops & Laptops from Windows 7 & replacing obsolete kit with new reimaged H.P. Elite Desk PCs. Also involved VM Ware Airwatch email client update & configuration on iPhone 5 & 6.

**November 2016. Windows 8.1 Laptop Deployment Engineer.**

One week contract for Vertex, representing Atos / CoreTX on site at BASF in Stanley Green, Wilmslow. Roll involved reimaging & upgrading H.P. Elite Books from Windows 7 to 8.1, training & handover to user.

**August 2016 – October 2016. 1st/2nd Line Remote Support Engineer.**

Another Max 20 NHS contract for 8 Weeks on site at East Cheshire ICT Services, Clark House, Macclesfield. Role involved Creation & Administration of User’s Accounts in Active Directory. Windows 7 Environment. Configuring NHS mail accounts in Outlook & Web Portal Mail. Installing updates to Shockwave, Java & IE Applications to enable E-Learning Modules to run correctly. Remote Administration of Printers, Network Shared Folders, Clinical & BAU Applications. All Service Calls & Requests responded & actioned to strict SLAs.

**January 2016. I.T. Technical Engineer.**

Another Max 20 NHS Contract, on site at Heron House, Stoke on Trent migrating user’s MS Outlook Email mailboxes to NHS.net Web based Email. Project done for Midlands & Lancashire Commissioning Support Unit (CSU).

**March 2015 - December 2015. Windows 7 Deployment Engineer.**

Field IT Engineer for BDS Solutions, through Max 20 NHS agency, working on a large Windows 7 deployment on site at CMFT NHS Hospitals site in Manchester. Upgrading nearly 8,000 PCs & Laptops from Windows XP, using Active Directory to deploy Application Groups & Printer Groups across Manchester Royal Infirmary, Royal Eye Hospital, St. Mary’s & Manchester Children’s Hospital. Contract ran from March to September 2015. Also spent a week in December 2015 on site at Bombardier Transport in Crewe as a Windows 7 Migration Engineer for A&O I.T. Ltd.

**January 2015 - February 2015. 1st Line / Desktop Support Analyst.**

Helpdesk Support Analyst at SG World in Crewe. Short term contract for Senitor Associates covering sick leave. Duties included providing telephone & remote support to users of VisITed application, configuration & software imaging of Touch Screen PCs by Lenovo & H.P.Compaq with Windows 7 & 8 O/S.

**July 2012 - January 2015. Self Employed Computer Service Technician.**

Since being made redundant from Middlewich I started to provide support services to friends and family. This quickly grew via word of mouth and I soon had a client base that was worthy of self-employment.

**December 2009 - July 2012. Volunteer at Oxfam.**

Oxfam Macclesfield. Volunteer Music Sales Researcher & Website Sales Coordinator / Online Music Product Placement. Acting unpaid volunteer Assistant Manager.

**2006 – 2009.Desktop Systems/Software Support Analyst.**

April 2006 / July 2009 spent at Consulsoft in Middlewich providing Remote Desktop & Telephone Support to the Veterinary/Dental Professions. Windows 2K, XP, Vista, & 2K, 2K3 & 2K8 Server Platforms supported remotely. System Performance & Network connectivity issues resolved. Internet, MS Office & in house bespoke application support including Data Integrity by running SQL Server queries & applying SQL patches to customers’ databases. Unresolved Hardware faults escalated to 3rd party engineers.

**EDUCATION AND QUALIFICATIONS**

**British Computer Society Level 2 Exam in I.T. Skills (ECDL Extra ITQ) passed January 2011.**

**Microsoft Certified Professional in Installing, Configuring & Administering Windows 2000 Professional (Exam 210) & Windows 2000 Server (Exam 215). Exams passed in 2002.**

GCE “A” Level passes in Mathematics, Physics, & Design & Technology.

GCE “O” Level passes in Chemistry, Mathematics, English Language & Literature,

French, Russian, History, Geography, & Physics.

Health & Safety Essentials, Basic First Aid, & Equal Opportunities & Diversity Essentials

Certificates obtained at TNG in January 2010.

**HOBBIES & INTERESTS**

Rock & Pop Music since the 1960’s. Sport / Football, Pool & Quizzes.