**Curriculum Vitae**

**Craig Parker**

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**Personal Statement**

I am a Qualified IT engineer with an MSCA certification for Windows desktop (8.1) and CompTIA A+. I am looking for a contract role within an IT servicedesk or similar.

I have an excellent knowledge of Windows operating systems for both desktop and servers. I am also skilled with the build, setup, and install of a PC and its hardware. I am proficient in identifying and resolving IT problems across servers, networks, PC's and any associated equipment. I also have 9 Years Experience in customer service and administration.

**Key Skills**

My IT experience includes but is not limited to:

Windows operating systems including XP, Vista, 7, 8 as well as Windows server 2003, 2008 and 2012

Active directory, Group Policy, NTFS Permissions, DNS, Terminal services , DFS

Microsoft Exchange (All versions)

Microsoft Office 365 (Including migrations from Exchange)

Skype for Business

SCCM

Installation and troubleshooting of Printers

Backup Exec

Barracuda Backup

Blackberry BES server (setting up users and guiding users through activation)

MDMs such as SOTI

Tablets and Mobile devices

Sophos and Symantec antivirus

VPN setup

iCritical, Symantec and Postini mail filtering

Configuring DNS records

Network cabling and patching

I have Telecoms experience with using the Mitel 5000, 3300 and Inter-Tel systems. I have also set up SIP based phone systems with a virtual PBX and have experience setting up and administering Cisco phones.

I am also comfortable in liaising with third parties for support on hardware and software issues, for example HP servers or Sage support.

I also hold a full driving license.

I have completed a professional telephone behaviour course which has given me the necessary skill set to handle customer calls with courtesy, enthusiasm and efficiency.

**Education**

1994 - 1999- Rudheath High School

1999 - 2001- Sir John Deanes College (Sixth Form)

**Qualifications**

10 GCSEs

3 A-Levels in Business Studies, Electronics and IT

CompTIA A+

MCSA Microsoft Windows 8.1

**Work**

**Integral UK Ltd**

(May 2018 to August 2019)

In my last role I was working in a 1st/2nd line role on a busy servicedesk. I was responsible for responding to incidents and service requests from employees within the business. This also includes tablets managed via an MDM and various software solutions as well as general IT problems and queries.

**Rochdale Borough Council**

(September 2017 to May 2018)

Working as a desktop and field engineer, I was responsible for responding to IT incidents and service requests across the Rochdale area, customers included many VIP's and Councillors. My work covered PC's, laptops, desk phones, printers and mobile phones. I was also responsible for the physical set up of desks and monitors and also the building, imaging and issuing of laptops and PC's.

**Payzone UK**

(August 2016 – June 2017)

Worked on the helpdesk assisting customers with technical queries and issues that arose on their credit card terminals supplied by us. This role required being technically minded, problem solving skills and the ability to talk the customers through necessary troubleshooting steps and obtain key information.

**OneTek Business Solutions**

(March 2015 – July 2016)

As a Support Engineer, I was responsible for resolving any tickets raised to the helpdesk, taking on project work for various clients, and updating processes and documentation to improve our service to the customer. My role saw me share my time between being office based and field based. In this role I was primarily dealing with 2nd line incidents and tasks, but would also deal with 3rd line issues and engineering projects.

**Concise Technologies**

(March 2012 – March 2015)

At Concise technologies I was primarily assigned to fixing issues on a first call resolution basis. These would for the majority include 1st line tasks and fixes but also some 2nd line work such as email flow troubleshooting, backups and group policy issues.

**ABS / Aquilo / Nationwide Network Services**

(2004 – March 2012)

Nationwide network services is a company dealing with motor claims on behalf of insurance companies, during my time there I had a number of roles, from incident call logging to Total loss engineer, this would involve negotiations with customers to agree on the insurance payout for the loss of a vehicle.

**Ideal Role**

My ideal role would see me work as part of a servicedesk in a 2nd line or similar role. I would also be prepared to go on site as and when required.

**Interests**

My Interests include Kendo, playing golf, mountain biking and I also enjoy reading.

**Summary**

I see myself as a hardworking individual who is capable of working by myself but I prefer working within a team. I am a logical thinker and have a methodical approach to work and problem solving. I feel I am a quick learner and can adapt to situations and work procedures with ease. I have over 10 years experience working in customer services and administration and I have an excellent professional telephone manner

References available on request.