Kevin Neil Edwards

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| **Personal Profile** |

I am a highly motivated person who works extremely well as part of a team and on own initiative, I have excellent customer facing skills, I am hardworking, reliable, loyal and always ready for a new challenge.

Throughout my career in the IT industry I have gained many skills and experience which I am able to offer and will be an asset to a company. I easily adapt to busy working environments, I can work under pressure to meet deadlines, I am flexible and can travel if required.

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| Key Skills |

* Reliable and punctual
* Self-motivated and Proactive
* Confident and hardworking
* Excellent at problem solving
* Excellent people skills
* Excellent computer/networking skills
* SC cleared

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| IT Skills |

##### Networking

* Active Directory administration
* Edirectory/Netware administration
* VPN, VLAN
* Network policies, Administration, Security
* Topologies & Protocols
* Network troubleshooting
* Managing networks
* Remote desktop support
* Installation & Configuring network printers
* Server administration
* File security
* Cable management
* Router/Switch configuration
* Wireless networking

#### **Hardware & Software**

* Building PCs from basic components
* Assembling & installation of printers
* Configuring, partitioning and formatting HDD
* Installing & configuring software
* Security, patching/updates
* Configuring BIOS
* Faultfinding & diagnosing problems
* Imaging, migration
* Component upgrades
* Testing system Integrity using appropriate diagnostic tools and techniques
* Server installation & Configuration
* Backup Solutions

# Applications and Operating Systems

* Windows Server 2003/2008,2012
* Windows XP, 7, 8, 10
* Novell & Z.E.N.works
* Citrix, XenApp
* Virtualization (Hyper-V, VMware Vsphere)
* Microsoft Exchange Server 2007, 2010, 2013
* Lotus Notes R5/R8
* Backup Exec 10d, Comvault, Netbackup, Veeam, NetApp

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| Education and Further Education |

**R-Com Consulting Apr 2009 – May 2009**

# IBM Lotus Domino 8 System Administration Operating Fundamentals

Building the IBM Lotus Domino 8 Infrastructure

Managing IBM Lotus Domino 8 Servers and Users

**Riverside College Sep 2008 - Mar 2009**

CCNA Discovery: Networking for Home and Small Businesses

**Riverside College Sep 2004 - Dec 2004**

# City and Guilds Certificate - Introduction to Delivering Learning (Adult Teaching)

**IT Training College Mar** **2001 - Mar 2002**

**I.T. Support Engineering (Hardware/Software/Networks)**

City and Guilds 7261 Certificate in Information Technology

City and Guilds 7261 Certificate in Computers, Computing, Networking

City and Guilds 7261 Certificate in Computer Programming

**IT Training College Mar 2001 - Mar 2002**

European and International Computer Driving Licence

**Brookvale Comprehensive Sep 1984 - May 1989**

* English Literature - GCSE
* English Language - GCSE
* Computer Studies - GCSE
* Mathematics - GRADE 1
* Business Studies - GCSE

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| Professional Development |

* Triton AP-Web Administration
* Health & Safety
* Network Administration
* Lotus Notes Administration
* Cisco Qualification
* Full Driving License/HGV License

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| Employment History |

**Warrington Borough Council Sep 2018 - Present**

**Service Desk Analyst**

Working in a government local authority as part of a team supporting internal and external third-party clients. Being the first point of contact answering the phones and resolving problems either on the phone or remote access, logging incidents using a call managing system and managing the call queues for call escalation to 2nd/3rd line. Also being part of the 2nd line team dealing with incidents until resolved.

* Managing Sunrise call logging system, asset management, monitoring call queue’s, resolving calls
* Updating Intranet
* Monitoring ICT mailbox responding to e-mails
* Managing Active Directory – User accounts, groups, policies
* Managing file shares (DFS)
* Avaya telephony Support – Users, Endpoints, Hunt groups, Pickup groups
* VPN Support, Third Party (Pulse/DUO, Aruba RAP)
* Dell hardware support – Laptops, desktops, building images
* Network support – Patching, VLAN’s, Switches
* Hardware deployments, installations
* Exchange 2013 – Mailboxes, quota’s, Contacts, Distribution lists
* Network printer support
* Virtualization - VMware

**National Monitoring Sep 2017 – Aug 2018**

**IT Support Engineer - Fixed Term Contract**

Supporting over 150 staff, monitoring and maintaining system infrastructure for an independent specialist monitoring company who provided a product and service for Intruder Alarms, Police and Loan Workers.

Working as part of a team for problem solving but mainly working alone my main duties included. Supporting internal users around North West and Cumbria area via telephone, email or remote desktop via VNC resolving and logging calls using JIRA ticket management.

* Monitoring/Maintaining windows servers physical and Hyper-V Environment (2008, 2012)
* Monitoring/Maintaining backups - Veeam backup & replication version 9.5
* Monitoring/Maintaining domains - Active Directory (Domain Accounts, Group Policies, Security groups)
* Monitoring/Maintaining Sophos anti-virus, WSUS, Network, Sophos security – Proxy, Mail filters
* Maintaining Microsoft Exchange 2013 clustered – Mailboxes, Permissions, Contacts, Distribution Lists, Rules
* Configuration and installation of servers, laptops, desktops, Cisco switches, Stonesoft firewalls
* DHCP, DNS, LAN, WAN, TCP/IP, VPN, Becrypt, IIS
* Projects – AD Environment, Windows update environment (WSUS), Group policy configuration, Malware Bytes Endpoint Protection Environment, Distributed File System (DFS) Environment, MDT Tookit.

**TATA Consultancy Service Dec 2016 – Sep 2017**

**Systems Administrator**

Working as part of a team but solely supporting the corporate air gapped network infrastructure for an ongoing government project.

* Support of Windows servers 2003,2010\Windows client 2007
* Support of McAfee epolicy orchestrator
* Daily monitoring\backup of DC’s, Firewall event logs & DHCP config & server disk space
* Configuration\setup\reconfigure\vm of Cisco VOIP phones using CCM
* Configuring local & offshore Cisco switches (SSH) & Cisco ASA Firewalls (ALSM)
* Configuring Vlans (Voice, access)
* Monitoring/recording/documenting systems security compliance (AV, EPO, Patching)
* Supporting Microsoft Exchange server 2010 (accounts, mailbox, restores)
* Supporting Lotus Notes V9 (accounts, mailbox, restores, configuration)
* Active Directory (User/machine accounts, groups, group policies, management)
* Websence Internet Proxy - Monitoring\management internet access
* Ultimatix ticket management – Resolving incidents escalated from service desk within SLA agreement.
* Change Request Management – Approving/rejecting changes raised to BAU and working to complete changes in scheduled time
* Asset management
* MDT server management for image creations\deployment
* Contacting 3rd party suppliers\vendors for hardware & software support
* Imaging desktops/laptops ready for deployment

**Converge TS – Contractor May 2016 – Oct 2016**

**Systems Support Analyst**

Working as part of a team for a managed service provider supporting the IT infrastructure & hosted cloud services for MSE’s.

As part of the 2nd line support team using the latest technologies and tools my duties included.

* Monitoring client’s infrastructure and site visits
* Diagnosing and providing a resolution to any problems that may occur which includes - Security, Servers, Software, Storage, Network, Citrix
* Managing Data Storage – Synology (NAS/SAN)
* Supporting client server backups and disaster recovery using Veeam and Storagecraft
* Monitoring servers in a virtualised environment – VMware, Hyper-V

**Amec Foster Wheeler Feb 2008 – Apr 2016**

**Client Technician – Team Management**

2nd line Client Technician, working as part of a large global IT team supporting Corporate & Restricted infrastructure/network.

Managing the BAU ticketing system for the team monitoring ticket SLA & logs. Dealing with incidents on a daily basis, liaising with other IT teams global.

* Ticket & Asset Management (RMS/Footprints)
* Contacting clients to solve quires remotely, telephone or local visits
* Floor walking - Client support & training for deployment rollouts
* Supporting of infrastructure & network
* Active Directory – Managing accounts, Group policies, login scripts, DHCP
* Backup (Net backup, Backup Exec, Windows Previous Versions)
* Windows 7, Windows 8 - Server 2003 - 2012
* Managing & configuring mailbox accounts (Exchange server 2010)
* Software support (Office 2007, Office 365, IBM Lotus notes, 8.5.3, MS Lync, Skype)
* Network security (Barracuda, Websense, McAfee EPO)
* Dealing with 3rd party hardware/Software vendors
* Break/Fix hardware support
* Citrix/Terminal server monitoring & Support

**Kemira Growhow- Contractor Nov 2007 – Feb 2008**

**Desktop Support Analyst**

Based on a large industrial environment. My main duties were supporting local users and users who connect remotely via a VPN connection and Citrix, using VNC remote desktop and Citrix administration to shadow sessions. Logging calls using RMS call logging system.

Other duties also included imaging machines, desktop deployment, floor walking, backups, printers, thin client issues and monitoring network infrastructure.

**PC Harrington - Contractor Aug 2007 – Nov 2007**

**Networks/Systems Field Support**

Working alone and visiting sites within the Northwest area, supporting over 400 users mainly based on construction sites. My main duties were supporting the WLAN networks and network infrastructure, problem solving, logging and escalating calls using a call logging system, software support including Microsoft office, cabling, configuring plotters & photocopiers, creating and migrating user accounts within Active Directory.

**Barclays Bank - Contractor Aug 2006 - July 2007**

**Systems Support Engineer**

Working within a busy IT environment with over 3000 users on site, my main duties were building laptops and desktop PC’s based on Windows 2000, installing and configuring software for individual users including Oracle, Host Explorer, Microsoft Visio/Projects etc, creating new user accounts and exchange accounts within the Active Directory, monitoring and reserving IP addresses in the DHCP pool, data encryption.

**Unilever/SGI - Contractor May 2006 - Aug 2006**

**Installation Engineer/Floorwalker**

My duties were building laptops and desktop PC’s for over 2000 users, using a build image installing Windows XP, migrating user data from legacy machines, install and configure applications i.e. SAP, Oracle Client, Citrix, Microsoft Office, installing and setting up on user’s desks followed by a 15 min introduction on Windows XP.

### Fujitsu - Contractor Jan 2006 - May 2006

# Build/Configuration Engineer

Working as part of a team in the configuration workshop of Fujitsu, building desktop PC’s ready for a Windows XP rollout. My main duties were installing PC components, installing and configuring software, updating the BIOS and diagnosing and fixing any problems which may occur during the build. Other duties were configuring network devices i.e. Cisco 1800/877 series routers using telnet and updating the O/S, configuring Netgear 24 port switches and configuring network settings on printers.

### Norsk Data - Contractor Aug 2005 - Jan 2006

# Installation Field Engineer

Working as part of a team installing EPOS chip and pin systems in retail stores. Main duties were visiting stores throughout the northwest area, installing EPOS touch screen chip and pin systems, installing new system components, software and back office database configuration.

**Norsk Data - Contractor Oct 2004 - July 2005**

# PC Field Engineer

Working in a busy retail environment, performing a Windows 2000 upgrade and workstation and server upgrade, installing and configuring Lotus Notes application, configuring Epson receipt printers and Lexmark laser printers on the network and dealing with any issues that may occur.

**Steria** **Apr 2002 - Sep 2004**

**Field Engineer -Team leader**

Managing up to10 engineers at various locations on a Windows 2000 deployment project. Seeing the project through until completion keeping within a tight schedule.

* Organizing the build plans and the deployment schedule
* Building desktops & laptops with a pre-configured network image
* Installing Windows 2000 & additional bespoke software
* Installing/Configuring MFP’s on print sever
* Patching network & cable management
* Working with Active directory for creating user accounts, groups, group policies
* Migrating data and installing Dell and Compaq servers including the racks, UPS, switches.

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| Hobbies and Interests |

I enjoy playing and watching football, listening to music and socializing with friends.