CURRICULUM VITAE

# **Brian Shawa**

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Location: Wigan

**Personal Statement:**

An IT Field Technician and graduate in Computer Networks with industry experience within Higher Education, Telecommunications, Facilities and Computer Software. I am an enthusiastic and hardworking IT Field Support Technician with excellent customer and technical skills. My long term goal is to be the best IT Systems Engineer for the company I work for.

**Work History:**

**HSS Hire: IT Field Support Technician May 2016 - Present**

HSS is a leading UK provider of tools (primarily for hire), equipment and related services. They have a network of 300 stores, 800 fleet and over 2000 workers.

**Responsibilities:** Carrying out new installations and maintenance for HSS branch IT systems and networks across the UK. Decommissioning of old IT equipment and the installation of new IT equipment including but not limited to desktops, Cisco phones, chip & pin devices, scanners, printers and reconfiguring existing peripheral equipment. Also a key member of the 2nd level infrastructure services team based in the Manchester office responsible for delivering the IT strategy to the whole enterprise consisting of over 3000 users. 2nd line duties include but not limited to desktop & laptop build, user account administration and management in Active Directory, Microsoft Exchange & Office365 user account administration, LAN/WAN troubleshooting.

**GPC Computer Software: App Production Specialist (Team Leader) Jun 2015 - Mar 2016**

**Responsibilities:** Building apps according to customer specifications, testing, diagnosing and resolving technical issues for taxi and private hire firms. Logging issues and ensuring customer is kept up to date about app development. Remote administration of customer software. Providing 1st and 2nd line support for customers, by email, telephone and in person. Change management assisting, maintaining and developing technical knowledge in line with product development.

**Accomplishments and Achievements**

* Improved my customer service and communication skills
* Enhanced my Problem solving and ownership skills
* Acquired knowledge of Apple and Google app deployment

**The University of Bolton: IT Support Engineer Sep 2014 - March 2015**

**Responsibilities:** Planning and managing the expansion of the Campus wireless network. Providing technical customer support including 1st and 2nd level network support. Planning timescales and the resources needed on the wireless network projects. Defining software, hardware and network requirements. Assisting with change-management activities: purchasing systems where appropriate. Assisting with installing and monitoring new systems and organising training for staff and students.

**Accomplishments and Achievements**

* Successfully led and completed two Wi-Fi network projects
* Successfully planned and deployed a highly cost effective sustainable Wi-Fi solution for the University halls of residency, connecting 750 students, with a cost saving of about £15000
* Increased the Campus Wi-Fi coverage and access increased from 70% - 90% overall
* Trained and educated students and staff on various Wi-Fi network concepts

**This role also has enabled me to showcase my networking and computer skills, develop my role in a busy team, allowing me to demonstrate initiative and working independently with a solution and customer service focused approach.**

**Virgin Media (Lambs UK Ltd): Field Engineer Jan 2011 - Sept 2011**

**Responsibilities:**

Installation of cooper cable runs for Virgin Media Telecoms services to residential and business client premises. Replacement and repair of damaged cables and ducts. Surveyed best routes for cable runs and new cable installations. Ensured safe working method statements were adhered to for health and safety compliance.

**This role enabled me to work under pressure, building rapport with customers, problem solving skills, telephone skills and working on my own initiative.**

**Khan Solutions: Voluntary IT Assistant Nov 2007- June 2009**

**Responsibilities:**

Selling computers and peripherals. Provided expert Technical support and assistance to customers, identifying their needs and resolving their IT problems.

**Education**

1ST BSc (Honours) Internet Communications and Computer Networks

**University of Bolton** - July 2014

**Notable Module**

Final Year Project: Implementation of Intrusion Detection Systems in Home Networks

**Bernard Mizeki College**

November 2001: A - Levels (A, A, A)

**St Michael’s High School**

November 1999 GCSEs: 8 grade A-C including Mathematics and English

**Skills:**

* CCNA 1-4 - Cisco Routing & Switching (Working towards certification), Microsoft Server administration, Office 365. Wireless Control System - Cisco’s Wi-Fi management System for Enterprise Wi-Fi Infrastructure. HEAT ticketing system, Cisco Call Manager. Microsoft Windows Operating Systems: XP to Windows 10. Knowledge of remote administration software such as RDP, VNC, TeamViewer.
* Full UK driving licence. CSSC Card

**REFERENCES:** Available on request.