# Richard Caesar

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# Education

Rainford High School

Higher Lane

Rainford, St Helens 1984 GCE/CSE Passes, Inc. English, Mathematics.

St Helens College

Water Street

St Helens 1985 BTEC General Business Studies (Merit)

St Helens College

Water Street

St Helens 1986 BTEC National

# Employment

**Whitford Ltd April 2013 – Present IT Desktop Support.**

11 Stuart Road

Manor Park

Runcorn

Cheshire

I am currently employed by Whitford Ltd. I was initially employed on a temporary 12 month contract in order to provide IT desktop support for UK and European operations. However, I have actively sought to, and been successful in, expanding this role and now liase with 3rd party suppliers, have responsibility for procurement of hardware and have responsibility for all mobile telephone provision. I also support both the mobile devices, which are iOS and Andriod using MobileIron and VOIP desktop phones. My developed role sees me ensuring the smooth running of backups using Veeam backup, both for the UK and Europe business infrastructure for the organisation. I continue to provide active directory and desktop support both on site and remotely to European offices. Upon commencement of employment I discovered that there was no inventory of IT equipment and so collated a full asset register and maintain this now. I also created a standard image in SCCM to deploy new laptops and desktops across Europe with local language such as Turkish, to ensure a consistent setup to all users. I am now on a permanent contract.

**PR Scully & Co Solicitors June – Sept 12 IT Infrastructure.**

Short term contract

Sutton Rd

St Helens

I was employed at PR Scully & Co Solicitors on a short term self-employed contract to bring the network in to some order. The company had grown very rapidly over the last few years and the Network was not under control as it had grown without a systematic plan in place to manage its growth. PR Scully and Co. operate in conjunction with another company on the same premises, which complicated the project, since both companies are required to operate their systems independently.

Firstly, I traced the network points around the building and fixed any broken points and labelled and mapped them. I then sorted out the 3 Network cabinets and labelled and mapped the points. I re-patched all cabinets and colour coded the patch leads to the relevant company. I did this for both data and ip phone. This was then all documented for their internal IT department.

I completed a full Audit of each company’s hardware including giving each item its own IT code and updating this in a database set up for them to track software and hardware changes. I also updated the Active Directory structure removing the old hardware names and replacing them with the new naming convention mentioned above.

**Cross Services Engineering Ltd 2008 – June 12 IT Manager.**

Portland Centre

Sutton Rd

St Helens

I was employed by Cross Services Engineering for nearly four years as their IT Manager, until the company entered receivership. Cross was a small to medium electrical contracting business with a turnover of C£13m. Their premises consisted of a head office and a number of regional on-site offices at Manchester Airport, Astra Zeneca and BAE Systems.

Upon my arrival at Cross Services, it was clear that the existing servers at the head office were out dated and needed rationalising. I sourced, purchased and installed a new Dell NAS and Domain Controller. Latterly, I upgraded the Domain Controller and upgraded MS Exchange from 2003 to 2010. I also upgraded the server at Astra Zeneca and set up a VPN tunnel to the head office to enable Active Directory to be used at both sites. On site Backup was installed on all relevant servers.

I installed individual servers and backup software at both our Manchester Airport and BAE systems offices. Users at these sites were connected via the internet to the Exchange Server at the head office. The office at Manchester Airport was airside so this required me to have security clearance including a basic disclosure.

As the only IT support for the business, I was responsible for everything from PC, Server, Laptop, Printer, PDA, Phone hardware and software support. The company dealt with design right through to installation of electrical systems and so used AutoCAD and 3D Navisworks which in turn generated large drawing files, which I was responsible for storing and archiving. I also removed individual user printers and installed a single Networked MFD, which reduced costs of print and overhead at head office.

As a result of my work for Cross Engineering, I have experience in supporting a number of software packages including:

* Windows7, Vista, XP;
* Windows Server 2008, 2003;
* Microsoft Office 2010, 2007, 2003;
* Microsoft Exchange 2003, 2010;
* Symantec Backup Exec;
* AutoCAD LT;
* Trend anti-virus;
* Other applications.

My role also included:

* Auditing of all hardware and software owned by the business;
* Support of telephones both land-line and mobile, including the contracts;
* CCTV & security contracts for the business;
* Procurement and dealings with 3rd party suppliers of Hardware and Services;
* Managing building security, CCTV and fire alarms; and
* Promotional document design and desktop publishing.

**Salford City Council 2003 – 2008 Desktop Services Officer**

Chorley Road

Swinton

In my five years with Salford City Council, I was recruited to help with the roll out of Active Directory to each of the approximately 100 schools in the Salford area. Each pupil on entering education within Salford was to be given a username and password that they would keep with them throughout their time in school. After a number of months of successful work within the roll out team, I was selected to provide follow-up and post installation maintenance for the schools. I was then selected to work in the Schools Support Department with about 10 members in the team. I was involved in roll outs, cloning, general hardware & software support, LAN & WAN support.

During my time with Salford City Council (SCC) I had sole responsibility for looking after the schools that used Apple Mac Machines across a total of six schools. I was also selected to work in collaboration with Salford’s IT Infrastructure department as part of the team that rolled out the first of the Cisco Wireless Networking for the schools. This involved successfully completing two Cisco Courses: Introduction to Cisco Networking Technologies and AWFSS – Aironet Wireless LAN Fundamentals and Site Survey.

As part of my role with the SCC, I gained all necessary clearances for working in children’s services.

**Cross Services Group Ltd 2000 - 2003 IT Deputy Manager,**

Portland Centre Day to day management of ITC

Sutton Rd hardware and software.

St Helens

I left self-employment at the invitation of Cross Services Group, which was at the time undergoing fast expansion into a C£40m turnover company. I was building bespoke machines and installing software, as well as providing on-going maintenance and support for Cross. As a result of their expansion, Cross wanted to establish their own internal IT Department and recruited me to fill that role.

My duties included:

* Building and installing a specifically designed server;
* Expanding server network;
* Building computers to service over 100 users;
* Sourcing necessary components;
* Establishing the IT installations for the regional Astra Zeneca site office;
* Designing, establishment and maintenance of systems, support; and
* Recruiting, managing and supervising a small team to support the newly developed IT department functions.

**Self Employed 1992 – 2000.**

My business offered a range of services including the sourcing of hardware and software products; pc builds and maintenance; and providing installation, support and training for software packages such as Windows, Microsoft Office, and Sage Accounting Systems.

I was involved with the Chamber of Commerce for St. Helens who set up a number of Sage training courses for businesses in the local area with myself as the teacher. I wrote and gave a number of these. This gave me several long term customers to whom I subsequently supplied hardware and software support.

I assisted companies in the transfer from manual to Sage computerised accounting packages. I designed and developed the systems, trained and provided support for accounts teams in small and medium businesses.

I also worked with a small local Sage dealership, Inspiration Ltd, who sub-contracted me to provide Sage installation and training for their customers.

I built and maintained computers and systems to meet the specific needs of customers. This consisted of choosing the right components for specific tasks at the time, including gaming machines with high performance processors, graphics cards etc.

A small spin-off as part of this business included providing lighting and sound systems and support for a local theatre company and a range of fashion shows at business venues in Bolton, St Helen’s, Colwyn Bay, and Stockport.

Clients included:

* Cross Services Group Ltd
* St Helen’s Chamber of Commerce
* Barnforth’s Rover dealership
* Colourplan Design and Print - Football brochure Production Company
* AJ Bennet tarpaulins
* Inspiration – Sage dealership
* Parr Hall, Warrington – local theatre company
* Farrar Fashions

**Active Computer Systems Ltd 1988 – 1992 Administration/Accounts Assistant**

St Helens

General administration and accounts processing. Operated and maintained Sage accounting packages. This job gave me the opportunity to learn about computing, and develop my understanding of systems complexities and desk-top publishing, as well as developing my expertise in Sage Accounting Systems.

# Personal

I am a conscientious hardworking computer engineer with a wide range of experience. I relish new challenges and can quickly pick up new skills as and when needed. I am able to work autonomously but I can also readily become part of a team and contribute positively.

I have the ability to manage competing demands and readily prioritise my workload to good effect for the benefit of those requiring IT support or services. I am flexible and approachable whilst always maintaining professionalism.

I have a full clean driving licence, passport and have security clearance to basic disclosure stage.

I enjoy most sports, and am keen on team sports such as football. I also run and swim for my own fitness.

References can be given upon request.