**MARTIN O'SHEA**

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# SUMMARY

I am an enthusiastic and high-achieving Network and IT Engineer that has experience in both fields as well as management and project management. I am educated to a high standard with a bachelor’s degree in network engineering and computer systems and administration. I have exceptional technical and analytical skills, as well as experience in information system support, security, network and server support, although I am currently in a Technical Managers role, I have a hands-on preference, so I am open to purely support engineering roles or an Engineering/Manager combination.

**EDUCATION**

**Bachelor of Science:** Network Engineering, Security and Systems Administration

Lancaster University: Lancaster

Classification: Second class with Honors

**Foundation Degree Sciences**: NESSA Computer Systems and Security Administration

Blackpool University:

Classification: Commendation

**CERTIFICATIONS**

BSc Hons

FdSc

MTA SQL

ITIL V3

CISCO CCNA 1 – 4, including wireless

Chartered IT Professional CITP.

**GENERAL SKILLS**

1. ⦁ I have my own transportation and a valid driving license with no points
2. ⦁ Managing & maintaining team cohesion.
3. ⦁ Self confidence in decision making and I am willing to take calculated risks by considering key Information and history carefully.
4. ⦁ Great analytical, problem solving and strong leadership skills, with the ability to motivate through even the most difficult situations and how to get the very best out of people at all times
5. ⦁ Training received and experience as a people manager.
6. ⦁ I have Good communication skills (oral and written)
7. ⦁ Customer service and interpersonal skills, both independent and team orientation depending on the situation.
8. ⦁ Flexibility in the hours I work, I am willing to work out hours and I am willing to relocate if the need ever arises
9. ⦁ Very Self-motivated and hard working
10. ⦁ Strong verbal communication
11. ⦁ Conflict resolution
12. ⦁ Extremely organized
13. ⦁ Team liaison
14. ⦁ Project management
15. ⦁ Process implementation
16. ⦁ Client assessment and analysis
17. ⦁ Risk management processes and analysis
18. ⦁ Team leadership and Task Management
19. ⦁ Staff development
20. ⦁ Focused
21. ⦁ Innovative thinker

**ENGINEERING SKILLS**

1. ⦁Troubleshooting, configuring catalyst Switches and Routers LAN and WAN Networking (Routing and switching protocols, IP addressing, network devices functions, patching and troubleshooting techniques
2. ⦁ Active Directory
3. ⦁ VMware vCenter, Site Recovery Manager (SRM) and ESXi
4. ⦁ Systems and security
5. ⦁ Hyper-V
6. ⦁ Proficiency of MS Office and windows XP/7/8/10 and windows server 2008/2012/2016
7. ⦁ Desktop and laptop repair
8. ⦁ Internal components installation
9. ⦁ Anti-virus solutions
10. ⦁ Network setup and repair
11. ⦁ File transfers
12. ⦁ Mobile data devices installation
13. ⦁ Routing protocols knowledge
14. ⦁ Cisco IOS
15. ⦁ Creation of Virtual servers
16. ⦁ Server Exchange configuration and deployment
17. ⦁ Backup technology’s such as VEEAM & Tivoli
18. ⦁ Disaster recovery solution design and deployment
19. ⦁ San storage Configuration and Deployment
20. ⦁ SQL

**WORK HISTORY**

Technical Support Service Desk Supervisor

Extronics 2017-Present

* Within the first year of working for Extronics I had been promoted to a managerial position so as well as my support role tasks I also take on all managerial tasks to Initiate and facilitate the following ITIL processes: Incident Management, Request Fulfilment, Access Management, Problem Management, and Knowledge Management
* Working with upper management to provide continual service improvement of our service desk processes and knowledge base
* To prioritize workload, and escalate high priority calls
* Provide input to Service Desk Management in regard to staff performance for performance evaluations
* Working with Service Management to help improve the level of customer satisfaction by 20% by EOY
* Provide 1s 2nd & 3rd line level service support within SLA’s
* Establish and maintain effective working relationships with those contacted in the course of work
* Improving KPI’s
* task management and delegating tasks,
* Running team meetings and ad-hoc huddles,
* I am tasked with researching and buying other IT or engineering equipment for our companies infrastructure I have many administration tasks such as product Licensing and creating important orders for training materials and requirements by researching putting together needed requirements for engineer solutions
* I create desktop documents, topology’s and guides and have modified manuals to ensure consistency and enable the upskilling of colleagues and customers in an efficient manner.
* I deal with many customers daily via WebEx, GTM or over the phone, emails and skype for business. I also handle and deal with meetings and presentations frequently.
* Creating and explaining documents, guiding customers and creating guides for external use.
* Responsible for the development of our operation processes for improving our Service Desk
* Creating SOP’s for new Engineers
* I also deal with 3rd party integration software issues on a regular basis, as well as deal with database issue’s and query’s
* Some R&D testing on different products and allocate time towards analysis and statistics after completion
* I handle interviews for new employees of my department and then assess them, I am also required to train them in many different aspects of all required technology's and software
* I co-ordinate all tasks to the department and make sure my colleagues are on top of things as well as offer additional help and support if they ever need it. This is in or out of work and they always know they can speak to me with any issues. I’ve worked especially hard on maintaining a good relationship with the team after moving from a peer to peer position into essentially their line manager position.
* I research many different technology's and applications and create ideas on how to improve the business and then forward this to upper management

**Technical Support/Infrastructure Engineer**

**Extronics 2016 –2017**

* Providing Desktop Support for over 100 company’s worldwide on a 24/7 Rota
* Using Service Desk software such as JIRA for customers (upgraded to Freshdesk in 2018)
* RTLS Wireless Software such as Aeroscout Mobile View
* Cisco Prime and Cisco MSE/CMX issue’s
* Installing and configuring SQL Databases
* Installing and configuring physical servers
* Full use of Virtualization software by using VMWARE & Hyper V to install and configure new servers
* Installing and configuring and troubleshooting Microsoft Windows Server 2012/2016
* Using collaboration Software such as WeBex/GTM/SFB/Zoom/Teamvier to help customers remotely
* Setting up WLC’s and Cisco and Aruba Access points
* Cisco IOS
* Upgrading Physical installing and configuring physical Servers and the company infrastructure

**Senior Service Desk Analyst**

**Royal Mail - Preston 01/2013 – 2016**

* MS Active Directory (group policies, security group and permissions)
* MS Office
* MS 365 (Skype for Business/Onedrive/sharepoint/yammer/tasks)
* MS Systems Centre Configuration Manager (SCCM)
* MS System Centre Data Protection Manager
* SAP PRD & SRM
* Kaspersky Security Centre
* Barracuda (web proxy and firewall)
* Airwatch MDM
* IBM Lotus Notes
* Tivoli Backup & Restore
* inventory and license management

**Deputy Operations Manager**

**Royal Mail - Preston 01/2011 - 01/2013**

* Entered numerical data into databases in a timely and accurate manner.
* Scanned documentation and entered it into the database.
* Obtained scanned records and uploaded them into the database.
* Produced monthly reports using advanced Excel spreadsheet functions.
* Reviewed medical records for completeness and filed records in alphabetic and numerical order.
* Organized forms, made photocopies, filed records and prepared correspondence and reports.
* Added new material to file records and created new records.
* Reviewed and updated client correspondence files and scheduling database.
* Assisted with reception duties, file organization, and research and development.
* Worked directly with departments, clients and management to achieve optimal results.
* Supported Chief Operating Officer with daily operational functions.
* Analyzed departmental documents for appropriate distribution and filing.
* Obtained documents, clearances, certificates and approvals from local, state and federal agencies.
* Established operational objectives and work plans and delegated assignments to other
* managers.
* Assessed vendor products and maintained positive vendor relations.
* Supervised the work of 21 team members, offering constructive feedback on their work performance.

**Operations Worker Team Lead**

**Royal Mail - Poulton 01/2008 - 01/2011**

* Maintained the truck access road and dumping pad area.
* Immediately communicated any equipment issues to the management.
* Kept efficient time and material records.
* Supervised and coached 21 new staff members per the Christmas period.
* Led a comprehensive training in operations for 21 staff members.
* Laid out and set up work area quickly for the staff and engineers

**IT Service Desk analyst**

**Leonard Cheshire - Blackpool 01/2006 - 01/2008**

* Resolved problems with malfunctioning products.
* Resolved virus and malware issues with a 100% success rate.
* Installed software and operating systems on many company computers.
* Set up and configured hardware and software on company equipment.
* Maintained accurate hardware and software inventories.
* Restored data, operating systems, files, documents and drivers.
* Trained both internal and off-site users in repairing and resolving recurring issues.
* Installed system software
* Repaired and replaced hardware, including circuitry.
* Implemented and maintained firewalls, series switches and security appliances.
* Visually inspected temperature sensors to maintain health of servers and network devices. As well as installation of servers and network devices
* Reviewed logs for all networking devices for unresolved abnormalities and problems.
* Troubleshot and maintained all networking devices and infrastructure across the enterprise including
* switches, routers and firewalls.
* Tested and evaluated Windows OS software to improve performance and usability.
* Communicated with vendors to resolve network outages and periods of reduced performance.
* Kept up-to-date on new developments in computer and network vulnerabilities, data hiding and
* encryption.
* Upgraded and expanded network systems and their components.
* Diagnosed system hardware and software problems using advanced root-cause analysis.
* Monitored system logs for all company computers and devices to maximize up time.
* Completed remote repairs involving software solutions and hardware repairs.

**IT installation Engineer**

**Computers Direct - Manchester 01/2004 - 01/2006**

* Installed machinery, equipment and new and replacement parts.
* Transferred tools, parts, equipment and supplies to and from work stations.
* Connected and disconnected wiring, piping and tubing.
* Followed a routine maintenance checklist.
* Recorded type and cost of maintenance and repair work.
* Updated and modified components and systems to improve operation.
* Installed and maintained databases on the company's server.

ADDITIONAL INFORMATION

I am a British male, with a fiancé and young child. My main interest over the past six years, is that I have been building and running my own alt coin mining machines, it has been quite time consuming keeping it up to date, but it has also been self-satisfying as I enjoy building and researching new technologies, I am very interested in the crypto market

REFERENCES

References available on hand when needed