**Marcus Adam Fallows**

**13 Westminster Green**

**Handbridge**

**Chester**

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**Personal Profile**

I am a hard working, conscientious, excellent team-player, who is able to work on my own initiative. I am adaptable to any situation and I always strive to improve my skillset.

**Work Experience**

Müller Milk & Ingredients Sept 2018 – June 2019

**Windows 10 project support (Contract – contract ended 30th June)**

* As part of a team migrating 4,000 users to windows 10 and Office 365 nationwide
* The windows 10 upgrade was dealt with via SCCM and scripting used for the backups
* Orchestrated and scheduled bookings for the users
* Weekly Skype meetings with the management and migration team
* Following up with training for the users and resolving issues
* Replacing old out of warranty kit with new kit
* Weekly documentation kept up to date
* BAU incident solving

Essar Oil, Ellesmere Port November 2015 – Aug 2018

**Desktop Support Migration Engineer** **(on-going contract – contract ends 31st July)**

* I provided 1st and 2nd line support
* Hardware supported, HP, Dell laptops and desktops, HP, Ricoh and Lexmark printers
* Software supported Windows 10, Windows 7, Outlook 2016, Exchange Server, Active Directory, SCCM, TCPIP connectivity, remote desktop, folder permission access
* Responsible for rollout of Windows 10 companywide to 3000 plus users, building and setting up new equipment and the decommissioning of old hardware
* Involved with several projects including configuring and setting up smartboards, iPhones, iPads and video conferencing equipment
* On numerous occasions, I helped the Comms\data team with re-cabling\patching and terminating of data and telephone ports, for new and old offices
* I am also PAT test certified

Since Bentley ended their contract with ComputaCenter in August 2015 and before starting my role with Essar I did various temp roles for Hays IT and ComputaCenter

BENTLEY MOTORS LTD, Pyms Lane, Crewe June 2013 – August 2015

**Desktop Support Engineer** **(on-going contract for ComputaCenter – contract ended)**

* As part of a team, I provided 2nd line support to 3000 plus users
* Hardware supported, HP and Dell laptops, desktops and printers
* Software supported Windows 7, Windows 8, Outlook 2010, Exchange Server, Active Directory, TCPIP connectivity, remote desktop, specialised software for the motor industry
* Also played a major part of the Windows 7 rollout team

MORRISONS DISTRIBUTION Centres, North West and Cheshire region July 2009 – June 2013

**Hardware Engineer/Break fix Engineer (on-going contract for ComputaCenter)**

* Responsible for all break fix and hardware swap outs eg PC’s, Printers, Motherboards, disk drives, PSU’s, memory upgrades etc
* Maintaining servers and backups
* Involved in several major projects
* Makes of hardware supported - HP, IBM and Dell PC’s / laptops, HP and Lexmark Printers, HP/Dell Servers
* Being the only engineer for the North region, covering four distribution sites, a major part of my role was to make sure that business was not interrupted too much and everyone was 100% satisfied with the service

BARCLAYS WEALTH, Gadbrook Park, Northwich April 2006 – February 2009

**Technical Analyst (Permanent position)** Reason for leaving: Redundancy

* Application support (all Microsoft and specialised bank software)
* Hardware support (printers, PCs, laptops, telephones, mobiles, PDAs)
* Heavily involved in a number of projects
* Purchase of hardware and software following Barclays procedure
* Active Directory, Exchange Server, System Patches and Anti Virus checks
* LAN and WAN support and regular monitor of backups
* Set-up and support VPN networks
* Remote dial-up access to support external clients
* Ghost imaging

BARCLAYS BANK, Radbrook Hall, Knutsford November 2005 – April 2006

**Software License Analyst (Temporary contract)**

* Helped develop a new department to be responsible for purchasing all software at Barclays and making the whole site software license compliant
* Attended regular project planning meetings
* Worked closely with the Asset Management team responsible for all existing hardware and purchase of new kit

SEVEN WORLDWIDE, Salford, Manchester September 2004 – November 2005

**Desktop Support (Permanent position)**

* Support and manage all hardware and software issues for this major reprographics company
* Purchase all hardware and software
* Maintain servers
* Software installation and support (Windows XP, active directory, exchange 5.5, office XP, NT4, Novell version 5)
* Regular meetings with onsite management team
* Monitor backups

DLA (Dib Lupton Alsop solicitors) Leeds, West Yorkshire June 2000 – September 2004

**Desktop Support Analyst (Permanent position)**

* Provided 2nd line software support to 600 plus users as part of a small team (windows2000, office2000, outlook2000, exchange, NT4 and a mix of DLA law firm software packages)
* Telecommunications system maintenance and support
* Server maintenance
* Monitor backups

**I worked for the following companies as a contractor:**

PROGRAMMING POOLE LTD, Carrington, Manchester April 00 – June 00

## Systems Engineer

INTEGRATED DENTAL HOLDINGS, Bolton, Lancashire November 99 - April 00

## Helpdesk Analyst/Supervisor

BARCLAYS BANK, Wythenshawe, Manchester July 99 - November 99

## Network/Helpdesk Analyst

GLAXO WELLCOME, Runcorn, Cheshire April 99 - July 99

## Desktop support Administrator

ROYAL SUN ALLIANCE, Liverpool, Merseyside January 99 - March 99

## Audit Supervisor

## AA NATIONAL BREAKDOWN, Cheadle, Cheshire September 98 - January 99

## System Support Engineer

CIBA SPECIALITY CHEMICALS, Clayton, Manchester April 98 - September 98

## Systems Support Engineer

EDS, Accrington, Lancashire February 98 - April 98

## Systems Support Engineer

CO-OPERATIVE INSURANCE (CRS), Rochdale, Lancashire December 97 - February 98

## Desktop/Helpdesk Support

ENTERPRISE NETWORK GROUP (ENG), Warrington March 97- December 97

**Field Service Engineer (Permanent position)**

COMPUTER SERVICE ENGINEERING, Manchester March 95 – March 97

**Field Service Engineer (Permanent position)**

### Education & Training

ITIL

MCP in Windows and network essentials

**Software experience**

Exchange Server

Active Directory

TCPIP Connectivity

Microsoft XP

Windows 7

Microsoft Office 2010\2016

Windows 10

SCCM

**1990 – 1992**

**South Trafford College**

BTEC National in Theatre Studies

**1985 – 1990**

**Wellington High School**

6 GCSEs

### Interests

Family (I have twin boys), cycling, paddle boarding, films, music and cooking

**Extra Information**

Non Smoker

Full Driving License