**Karen Mann**

**CHESTER**

**1st, 2nd Line Support, Deployment Engineer, SCCM Administration, Project Analyst**

karen.mann@outlook.com – 07342635522

**Huntswood – Liverpool**

Build and Deployment Engineer 100 Windows 7 Enterprise devices

Locate device on Cherwell Service Management, rename to new host name and proceed with build

Install Office 2010 and assign to groups in AD and manual installation of applications

**SCC- Warrington**

Brakes Food Distribution, Chirk Castle and Pre Windows 10 Test build Laptops for Electricity North West

Swap out hardrives for Solid State , Technical Support Office 365 Rollout, floorwalking, configuration and troubleshooting

**Specsavers – Whiteley Fareham Nov 2018 to May 2019**

DM Engineer ETL

Torsk Norway Project

Data Migration Operator

Extract from Stores transfer the data and load into new system

Cleanse and Encrypt

**La International – Public Health England July 2018 to Nov 2018**

EUC Technical Support

Windows 10 Deployment UK Wide

Asset Management, software deployment, Active Directory, PowerShell scripting

Remote Access

Lan Desk

**Computer Centre NHS Contract – May to July 2018 8 week contract**

Windows 10 Deployment, Build using MDT

McAfee Encryption, Citrix,

Dell Laptops and Workstations

**Cheshire East Council –Nov 2017 to May 2018**

CIS Technician

First/2nd line Support

Avanti Lan Desk

Bespoke applications

McAfee, Safecom, Oracle,

Xen Mobile, SCCM 2012 ,

SQL Server , RDP

**Kier Construction– Sandy-Bedfordshire-**

**Contract Sept 2017 to Nov 2017( had to return home due to death in Family)**

Team Leader

2nd Line Support

Managing a team of contractors to support windows 365 migration and backlog of tickets

1st/2nd line Support

**Foreign and Commonwealth Office- Contract**

**May to Sept (Project put on hold)**

Computer Centre - Milton Keynes

Windows 10 Deployment SC clearance

FCO Hanslope Park

SCCM

AA10

Incident Resolution

**Mechichem**

**Onsite Technical Support and Rollout Engineer**

Security Cleared - Runcorn – December 2016 to May 2017

Desktop Rollout XP to Windows 7, build and install bespoke applications via PDQ deployment tool, remote

login to check account and test applications. Transfer profile to new Pc using Transwiz, resolving issues, BAU

support during migration to Outlook 365

**Hemmersbach (Tata Steel Shotton) - October 2016 to December 2016**

Project and Technical onsite support for laptop and pc rollout 3 month contract, floor walking desktop support,

updating CMDB, Liaising with end users to configure laptop and pc

**One Manchester Housing - Manchester, Manchester, UK - August 2016 to September 2016**

Office 365 migration of email 450 users

2012 R2 Virtual Environment, logging calls and applying fixes to issues relating to the migration, BAU support,

short term contract to cover holiday leave

**Co op Group**

**Project Support Analyst - Manchester, UK - May 2016 to July 2016**

Project and Technical Support for Epos Tills, Scanners, building Epos tills and installing updates, completing

technical refit sheets for engineers, liaising with stakeholders to confirm schedules and technical specifications

Part of a Project Team for the refit of 400 retail food shop

**AVIVA -BAU Technical Support / Build Engineer (Contract)**

Incident Management - Sheffield, UK - November 2015 to July 2016

Sheffield, United Kingdom Hardware Refresh Project

1500 desktop/laptop replacements with dual monitor installations

BAU Technical Support / Build Engineer (Contract)

Incident Management

Application Support, CRM, Siebel, Outlook and Various Bespoke software

Installation of update patches to support Windows 7

Site Support Engineer

End User Support

Laptop and PC Deployment SCCM,

Configuration of Mobil Devices, IOS and Blackberry

**Unilever**

**Deployment Windows 7/8 Refresh Engineer**

via Unisys - Port Sunlight, UK - September 2015 to November 2015

Unilever Port Sunlight

Deployment Windows 7/8 Refresh Engineer

Co-ordinating collection with end users to supply new laptop

Rollout - Desktop Support

Data Transfer to new device

Upgrades and Migrations

SCCM, MDT, Easy Transfer

Installation, Maintenance & Support (Hardware and Software)

Troubleshooting XP, Windows 7,8

Windows Server 2008, Windows 7 & XP, Office 2010 & 2013, Exchange 2007, 2010

Incorporating Factories at Crumlin, Trafford Park and Port Sunlight

**Technical Support Desktop Refresh Windows**

United Utilities - Warrington, UK - July 2015 to August 2015

United Kingdom

United Utilities for SCC

• Supporting 1500 users throughout the desktop refresh from XP to Windows 8.1

• Performing post-migration support daily as part as a team of 12

• Providing 2nd line support in any issues that relate to the DTR project

• Making sure the users have all business critical apps and data from their previous workstation

• Analyzing and solving post migration issues and escalating to 3rd line support when necessary

**Application Services Officer (Contract)**

Chester County Council - Chester, UK - February 2015 to June 2015

Chester

Supporting a wide range of Local Government Services applications, such as Elections, Highways, Transport,

Schools, Legal, Democratic, Leisure, Cemetery and Crematory services.

BAU support after W7 rollout liaising with 3rd Party Suppliers to resolve issues and patch management

• Responsible for systems support via telephone, email, web or face to face, as well as system related project

work.

• Troubleshoot and resolve system technical problems by analysing, identifying and diagnosing faults and

symptoms using established processes, procedures and knowledge database. • Experience of working to SLA

and OLA within a support environment

• Recommend procedures and controls for problem prevention and will maintain knowledge database and call

tracking/service management database to enhance quality of problem resolutions.

• Work collaboratively with other internal support teams and external 3rd Party vendors to ensure that user's

expectations are managed, and that the response is timely.

• Escalate when appropriate and communicate progress to all relevant parties.

• Ability to prioritise tasks with different levels of impact and urgency.

**IT Support**

Legal Limited - Liverpool, UK - January 2015 to February 2015

Liverpool, United Kingdom

Temporary Contract to assist recruiting permanent employee

• Being one of the first points of contact for all ICT issues

• Log telephone service requests and dictation Big Hand Issues

• Resolve end user requests / issues over the telephone and remotely assist when needed

• Assign / Escalate service requests to relevant teams within the ICT department

• Manage and update the Company's User Directory data as instructed

• Physically configure and manage end users' desktop equipment

• Configure and manage the Company's printers, scanners and other IT based devices

• Liaise with third party support companies to aid the resolution issues

• Update knowledge base and how to guides

**Unilever**

**Deployment Windows 7/8 Refresh Engineer**

via Unisys - Port Sunlight, Merseyside, UK - November 2014 to December 2014

Windows 7, Hardware Refresh, Hard Drive Swap Outs, Data Transfer, Windows

UMTS, Windows MDT, Windows SCCM

I was part of the laptop refresh team I would build bespoken (software) laptops for individual customers and

transfer all data from their old laptop to the new one Primary software installed was Windows 7/8 and office

2013 also updated all laptops in SCCM and AD as well as encrypting them before they left site.

Installation and configuration of Dell latitude E7440, E7420 and Dell Venues tablets.

Deployment of Windows 7 with Office 2010.

Pilot scheme for Windows 8 and Office 2013.

Data migration using Windows Easy Transfer, USMT or manual transfer via network or external drive

**Vertex -Desktop support engineer Windows 7 deployment (Contract)**

UCAS, DEFRA, CSA, COMPANIES HOUSE - Liverpool, UK - October 2014 to November 2014

United Kingdom

IT Floor Walker Windows 7 Deployment

Q&A for desktop deployments that have involved Windows 7

Windows 7 SCCM 2012 driven deployment projects

Microsoft Office 2010 and Exchange 2010

Note any fault/problems that come up.

Blackberry Configuration to new Exchange

Manual Installation Enterprise Vault for Microsoft Exchange

Laptop/Pc Builds

• Configuration of BlackBerry's & Iphones

Connection to 2FSG Email Server

• Assist Users with Accessing Outlook Web

(OWA) via Internet Address

**Service Desk Analyst (Contract)**

Dalton Avenue, Birchwood Park - Warrington, Cheshire, UK - August 2014 to September 2014

It Support for Keoghs Solicitors

90% First Time Fix

Display world class customer service and communicate on a regular basis to ensure customer is updated and

aware of incident progress.

fix customer issues at first point of contact to increase customer

satisfaction and avoid the need to assign to other resolver teams.

Provide software installation support for customer requests.

Manage incidents and request through to resolution to ensure SLAs are met and to reduce the amount of

update calls to the Service Desk.

Adhere to the defined Incident Management process and champion this across all

support teams.

Act as a first point of escalation for ICT service issues.

Action incoming email communication.

**BELL Service Desk Engineer NOC**

New Hampshire Court - Southsea, UK - April 2014 to July 2014

St Pauls Rd, Southsea PO5 4AQ

Interpreting alarms from customers IT Infrastructure and invoking relevant processes depending on the severity

of the alarm

**Service Desk Analyst**

Guoman and Thistle Hotel Group - Knutsford, UK - 2013 to March 2014

Knutsford

Providing First & Second Line technical support for users based at various locations across the UK, both by

phone and email.

Active Directory Account Management, including creating, amending and maintaining AD & Citrix accounts

and emails.

Hotel Application support for Opera & account administration

Liaising with Third party vendors

Monitoring Cisco routers/switches using SolarWinds

BES & Mobile Iron Support

Supporting Epos System

RDP Server Support

On Call Weekends to support the needs of the company and maintenance upgrades

Providing consistent documentation of procedures.

**Project Support Analyst (Contract) 3 month contract**

Unilever

Pre Project Support Windows 7 Rollout, Testing IE 9 , Testing application compatibility

**Prinovis 1st/2nd Line Support (Contract)**

Large Printing Company - Liverpool, UK - October 2012 to December 2012

Mobile Phone Support, MF Printer Support

End User Support, Citrix Support , RSA Identity Management

Build Laptops Support PDSA Devices and Scanners

Computer Access and Administration - Bristol, UK - October 2005 to September 2012

2nd Line Support /Systems Administration/ Application Support for 1500 Bespoke applications