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CHRISTOPHER s. BARBER

**PERSONAL SUMMARy / cover letter**

I currently work as an I.T. applications analyst for a large global company. Whilst I do enjoy my job, I am hoping to further my career with new challenges and opportunities.

I am hardworking and motivated. When given an aim, objective or requirement, I am able to develop a plan, manage my time effectively and focus my effort on a daily basis to reach set goals. I have good communication skills and a strong ever-expanding knowledge of computer, tablet and mobile phone (iPhone/Android) hardware and software, cloud computing, and different operating systems, including UNIX, LINUX, and Windows, as well as the I.T. industry as a whole. I am also able and eager to quickly adapt to new developments and changes in I.T.

On a more personal note, my friendly, adaptable and positive personality enables me to make new friends easily and build a good relationship with both clients and colleagues.

I would like to thank you for taking the time to read my CV. I sincerely enjoy the opportunity to challenge my capacity to learn and deliver and feel that I could very much be an asset to your organisation. I am confident that my skills, my references and, most importantly, my enthusiasm, will demonstrate my suitability for this role.

**QUALIFICATIONS**

* Over 10 years in I.T.
* ITIL Foundation certification
* Microsoft Certified associate
* Cyber Security Open University Qualification
* Level 3 Qualifications in Maths & English
* Full current clean driver’s licence

**Key Skills**

* Working to ITIL standards
* Working well in both small and large teams
* Professional presentation and attitude
* Microsoft O365 administration
* Windows server administration
* Active directory services
* Microsoft exchange administration
* Working at Various SLA levels
* Microsoft windows to current versions Windows 10
* Linux Ubuntu Scripting, Perl, Bash administration

**career chronology**

**2016 – Present:** **Aliaxis UK**,

**Role:** I.T. Applications Analyst

**Responsibilities**

* Remote desktop support for UK users
* Working independently on site
* Installing new hardware and software
* Use of sage Line 500, Sage X3, AS400
* Active Directory administration
* Managing the Helpdesk (Footprints)
* VOIP systems Mitel, Avaya
* Liaising with suppliers
* Researching hardware based on individual requirements
* Microsoft Windows server administration
* Planning network infrastructure
* Maintaining SharePoint
* VMware administration

**2014 – 2016: KTS Computers Ltd**,

**Role:** I.T. Engineer, Operations Manager

**Responsibilities:**

* Assigning and prioritising given workload to staff
* Maintaining the helpdesk (Auto task)
* Repairing computers at component level
* Maintenance visits to ensure QOS
* Being able to multitask and prioritise daily workloads
* Explaining technology to non-tech savvy customers
* Building ever great customer relations
* Always going up and beyond our expectations

**2012 – 2014: VIRGIN MEDIA**,

**Role:** Telephony Technician

**Responsibilities:**

* Inbound and outbound calls to customers and external providers
* Use and management of CRM, use of ICOM, Gateway and IOP
* Writing and sending letters to customers
* Assigning new Virgin Media telephone numbers
* Ensuring sufficient lead time to enable porting of numbers
* Use of Excel to update work books
* Excellent Customer service at all times

**2006 – 2012:** **SPB FINANCIAL SERVICES**,

**Role:** I.T. Support Analyst

**Responsibilities:**

* General computer maintenance
* Administrator tasks
* Training users on various systems
* Purchasing company supplies
* Site visits (as and when required)
* Delivering excellent customer service

**2003 – 2006:** **Global I.T Solutions**

**Role:** Apprentice I.T. Technician

**Responsibilities:**

* Making outbound and receiving incoming calls
* Working as a 1st line technician
* Fixing basic computer issues
* Escalating helpdesk calls to 2nd 3rd line technicians
* Building new Desktop systems – windows XP and Vista
* Gaining confidence within a busy Helpdesk environment

**HOBBIES & interests**

I.T. and technology (self-professed tech geek), travelling, rugby, football, nature walks

**REFERENCE**

Available on request.