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Richard A. Burns

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| Summary:  Education: | Focused IT professional that is able to analyse, document and resolve complex issues though a standard of replication, test and resolve. With very little oversight and excel tight deadlines.  **2001-2002 Leeds Metropolitan University Leeds**  **BSc. Business Information Technology**   * Final year involved development with knowledge based systems software, in order to create a system that can reach a range of outcomes based on user input. * Also a project involving in the study of Business systems for example contract management and MIS type systems and evaluate there usefulness within today’s fast moving connected world.   A large scale dissertation of internet security and the potential problems of an e-attack. Due to the major workload involved in this project I attended project management classes, which helped to fine tune my project management skills.  **1999 – 2001 Leeds Metropolitan University Leeds**  **HND. Business Information Technology (Pass)**   * This course improved my understanding of the business world in relation to IT. And improved my systems design and project management skill using various methodologies and design protocols. * My Access and Visual Basic skills were enhanced in the second year of the HND, as part of a project to build an ecommerce catalogue system. * The basics of networking hardware, software and the difference of adhoc and infrastructure were covered. |
| Work experience:  Skills:  **Applications:**  **Interests and activities:**  Reference: | **Feb 2019-Current Contracting: (Daisy (ATOS), Xerox and Others)**  **Xerox (MOJ) Level 2 Support and Configuration:**  Contracted into Xerox to assist in the configuration and troubleshooting of 12000 network devices for the MOJ. Limited time contract with very tight deadline and success measurements in place within the contract.   * Software configuration of install device * Talking a customer though troubleshooting methods to save time and engineering resources. * Communication testing and logging of engineering call should that be needed.   **PC World (Business Analyst)**  Having joined World as a store based Businesses to Business analyst. During my time with PC World I were involve with:   * Up skilling sales staff, * Identifying a customer spending trends and increasing repeat sales thoughboth contact and targeted discounting.   **ATOS:**  I contracted to ATOS to help with a deployment of 30 new laptop, 60 screens and other equipment, as ATOS wasn’t able to to supply local resources.   * Install of laptops, initial testing, * Cabling troubleshooting, * Assist tagging and completion reporting.   **Mar 2013-Feb 2019 The Big Word,  Localization Engineer**  The role of production engineer is to work with Project Managers in order to preprocess and post process files that are going to or being returned from the translators.  Custom software troubleshooting based on .Net and SQL, and other off the shelve solutions. Updating and troubleshooting of XML files in custom software and XML editors.   * SQL scripting, * XML troubleshooting, * Dealing with stakeholders both internally and external, * Elements of supporting Adobe products.   **Jan 2012- Mar 2013 William Hill ,  Level 2 Support Analyst**  After my return to William early in 2012, I had rejoined the Level 2 support team. I helped to up skill the team in communications troubleshooting and have identified issues that the BT 21CN network upgrade is causing the business.   * Training new members of staff, * Taking a lead role on complex projects, * Documenting the build process for new items of equipment.   **Oct 2010- Jan 2012 Computer Sciences Corporation (CSC)**  **Level 2 Resolution Analyst**  Having joining CSC I’ve been providing IT support for the governments National Program for Information Technology (NPfIT) which aimed to connect the various parts of the NHS together in a uniform fashion in contrast to the past where systems had been installed on an adhoc basis.   * Involvement in helping trusts to identify local issues, * Blade testing and diagnostics, * Documenting and creation of problem records for additional investigation.   **2005-2010 William Hill Leeds Level 2 Support Analyst**  Providing remote support of the Epos equipment, to support the Albos screen distribution system. To co-operate with both internal and external support teams and third party dealing groups such as Leisure Link, SIS and BT at both support team up-to manager / senior manager level.   * Identifying and resolving data issues on the SQL databases within the retail environment, checking error logs and carrying out database restores as needed. * To help the Level2 team meet it’s training and operational needs, * Identify and resolve Windows XP and custom software faults, * Identify and resolve faults on the EPOS, Albos and Network, * Brief internal engineers on fault’s and give any needed advice, * Identify any trends or estate wide faults and pass to the correct dealing group. For example the Cisco IOS 13 issue, and the Ireland communication problem. * Discussing telecoms issues with the internal communications department and BT Thurso up to senior management level. * Disaster recovery from crashed hard-disks and systems, * Backup planning, * Custom builds of PC’s, Servers and specialist devices, * Wireless and networking (LAN, WAN and VPN), * Desktop/Network troubleshooting and support, * Design/Build of Network Attached Storage devices, * Design/Build of security devices (Firewalls and Gateways)   I have extensive knowledge of the following applications:   * Windows all versions including desktop and server editions, * Kali Linux, * Visual Studio and .NET, * Microsoft SQL Server, Query Editor and Reporting, * Microsoft Office (ALL), * Adobe Creative Cloud, * PC Anywhere, Remote administration and MS Remote Access) * Vmware, Parallel’s Desktop, Virtual Box, * Router Board Router’s and Firewalls, * SalesForce - Basic / Intermediate level, * MySQL / PHP - Basic / Intermediate level.   Excellent knowledge of computers from both a hardware and software support perspective, and I’m able to quickly analyse problems and deliver solutions.  I have a good insight in to communications technologies and how they can be adapted to meet information needs; I have experience of security for networks, firewalls from both custom hardware and software setups.  Having also used various Microsoft tools to develop and deliver custom installations of Microsoft Windows and Microsoft Outlook. To a wide range of customers based on the standard needs of customer to allow for the quick installation and upgrade of the customers systems.  Also have good knowledge of rapid rollout software such as Norton Ghost, Reflect and other disk imaging software to allow for the fast roll out of identically setup P.C’s for rapid integration of systems, to an existing network.  My interests include the following: running, photography, travel, cooking, digital imaging, business investment, researching areas of interest and electronics.  I feel that I’m a free flowing person who is hard to rattle and dependable, I’m normally the person that people turn to in time of crisis due to my controlled nature and clear thinking.  Human Resources,  5th Floor  3, St Johns Centre,  31 Merrion Street,  Leeds,  LS2 8JF  0113-296-2000  Human Resources,  Link Up House,  Ring Rd,  Leeds,  LS12 6AB,  0870-748-8000 |