**Profile**

A successful professional with a wealth of transferable skills gained in the IT support sector. I have 18 years’ experience in IT migration, faults and support including both day and night shifts. I am currently seeking new opportunities.

**Skills**  Full and clean driving license.

Ability to work in pressured environments to resolve business critical issues

**Experience**

CIVICA PLC, LEEDS Nov 2018 – Present

**Support Analyst**

* Providing support for multiple customers on a 1st & 2nd line basis
* Determining the severity of incidents and when required, escalating them as P1 or P2
* Creating & administering user accounts
* Dealing with customer IT queries in a prompt and efficient manner to a successful resolution
* Use of Windows 8 & 10, Landesk, MS Office, Office360, terminal services, Active Directory, remote control software, Powershell, Exchange

LLOYDS BANKING GROUP, DATA CENTRE ADMINISTRATION BUILIDNG, LEEDS Nov 2001 – Sept 2018

**Support Analyst**

* Responsible as a major technical specialist with the ability to deal with major system outages and branch downs, liaising with Incident Management.
* Provided support for the executive community (senior management)
* Provided first (administrative tasks) and second line IT support for the Lloyds Banking Group staff.
* Managed user accounts and provide any additional support that may be required.
* Quick and efficient in responding to IT support issues.
* Conducted hardware (mobiles, computers, servers and tablets) and software (Microsoft, mainframe, remote access and more) trouble shooting.
* Mainframe account management.
* Provided assistance to colleagues for all IT request-based queries.
* Performed testing of computer software for IT migration.
* Wrote training manual for the new platform and trained colleagues in a classroom environment.
* Use of Remedy SMART & AXIS, Active Directory, QARS (profile management), Oracle Identity Manager, SMURF, Windows Registry, Microsoft Remote Desktop, Office Communicator applications.

GNPS PARTNERS, BRADFORD June 1991 - Sept 2001

**Owner**

* Coordinated a clothing manufacturing business which producing finished garments to supply multiple customers. Planned production to meet customer orders.

**Education**

* Oct 1988 – June 1990: **HND Biology**, Manchester Polytechnic
* O Level – English, English Literature, Maths, Chemistry, Biology, Physics, German