**Curriculum Vitae**

**Richard Cowman**

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**Personal Profile**

I am an IT professional with 13 years’ experience, 9 of which have been spent at 2nd line support. Throughout my career I have built a lot of experience dealing directly with the end users and for the last 6 years I have been based in one of RSM’s busiest offices where I speak to end users at all levels from admin to partners. During my time at RSM I have been involved with a variety of projects including office refurbs, office moves, equipment rollouts and mergers. I am looking to build on my 2nd line support experience and potentially move into a 3rd line support role.

**Skills**

* Excellent customer service
* Communicate at all levels
* Prioritise workloads
* Work under pressure
* Keen eye for detail

**Qualifications**

Accredited platform specialist – HP commercial workstations and notebooks

HP 2 T11 Server industry standard architecture and technology

CompTIA A+ certified (2009 edition)

Dell desktop and notebook certified

**Work History**

**June 2013 – Present RSM**

Local office IT support based in Leeds, RSM’s largest office outside of London. Supporting and repairing both hardware and software related issues in a Windows 7 and more recently a Windows 10 environment. Covering other offices remotely when needed and traveling to other offices to support other ITP’s when required. Working with the SCSM call system I diagnose and repair or arrange warranty repairs on a variety of Dell and Canon equipment.

**Key Duties:**

* Second line support for hardware and software fault resolution.
* Imaging and configuring all new IT equipment for the Leeds office.
* To keep all IT spaces clean and free of clutter.
* Any local comms room changes requested by ITF, including patching network cables, controlled shut down of equipment and installation of new equipment.
* Amend local office distribution lists in active directory.
* Create an manage local office security groups in active directory.
* Complete local office set up of new user accounts in active directory.
* Monitor AV desktop and take action when a machine flags a virus or malware.
* Keep and maintain a clean asset list of local office IT equipment including laptops, desktops, comms room equipment, MFD’s, corporate mobiles and encrypted USB memory pens.
* Arrange WEEE disposal of all redundant IT equipment.
* Resolve hardware incidents on all user equipment.
* Resolve software incidents on user equipment.
* Installation of all user software using SCCM or manually if required.
* Remote support when required.
* Escalation of incidents to third line support or management when needed.
* Completion of project work when requested by management.
* Complete all work in an efficient and professional manner.
* To work as an individual but part of the larger team.
* To be flexible and pragmatic in approach to work.

**Nov 2010-June 2013 SCC**

As a desktop support technician working within the Leeds City Council fulfilling the SCC contract I support and repair various hardware and software related issues within a Novel, Windows XP and more recently a Windows 7 environment. Working with the Remedy call system to required SLA’s I diagnose and repair or arrange for third party repairs on a variety of LCC desktops, laptop and tablets. I am also responsible for the daily backups using Symantec Net Backup for the site and the control of stock in the ICT stockroom.

**Key Duties:**

* Second line support for hardware and software fault resolution.
* Imaging and configuring new IT equipment.
* Resolve hardware incidents on all client equipment.
* Resolve software incidents on all client equipment.
* Re-imaging and configuring software applications.
* Installation of IT equipment on customer sites.
* Remote support using software support tools were available.
* Escalation of incidents to line management where necessary.
* Log all incidents and requests on to call handling system.
* Completion of project activity as requested by SCC to support SCC customers.
* Installation of new hardware and software as requested by SCC clients and authorised by SCC management.
* Monitor service level performance.
* Implement corrective actions to ensure service level agreements are maintained.
* To complete all work assigned in a timely and professional manner.
* To be flexible and pragmatic in my approach to work assigned.
* To work as part of a team.
* To acquaint myself with all fire, security and health and safety regulations.
* Perform tape backups as requested by client.

**Aug 2006-Aug 2010 Concorde Informatics**

**Field Service Engineer**

As a field service engineer, I am HP accredited, obtaining qualifications in Servers, desktops and notebooks. I undertook break fix work on a multitude of IT equipment for companies including Yorkshire Water, Marshalls, Jewsons, S.I.G, G.R.A, and Magnet.

**Key Duties:**

* Server work across all Yorkshire Water sites including break fix, moves and installs
* Investigation and repair of warranty issues on all desktop, laptop, servers and printers.
* Installation and relocation of IT equipment.
* Multiple rollouts including Laptops, desktops and monitors
* Server hardware builds and configure
* Printer fault calls – onsite diagnostic and repair
* 24/7 on call rota – covering critical systems across multiple sites.
* All work carried out in the required service level agreement.

**Training**

In House

* Health & safety
* Risk Assessment
* Lifting & Handling

**Education**

**2012 SCC, Home Study**

CompTIA A+ Certified

**2008 Concorde Haughton Hall HP Training Centre**

HP2 T11 Server Industry Standard Architecture and Technology

**2006 Concorde**

APS HP Commercial Desktops, Workstations and Notebooks

* 1. **Eccleshill Upper School**

GCSE’s Maths, Science, English, French, Graphics, I.T., Humanities &

English Literature

**Interests**

In my own time I enjoy socialising, reading, watching rugby league, playing ten pin bowling, going to the gym and home computing.

**References upon request**