Richard Teasdale

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| **PERSONAL**  **STATEMENT** | IT Support Professional with over 15 years’ experience of IT support, and 2 years of experience managing a team of 3 people. I have experience in network administration, as well as being a team player, and working with others to complete tasks. I have the knowledge and experience to administer and maintain small networks in Windows Server 2012, in which I have an MCSA. |

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| **CORE**  **SKILLS** | * Microsoft Certified Solutions Associate (Windows Server 2012); * Windows Server Administration (Active directory, Group Policy, DNS); * Team Leader; * Network Administration (configuring and wiping Cisco routers); * HyperV; * SQL Experience |

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| **CAREER**  **DETAIL** | 10/2014 - Present  **IT Administrator, Wagedayadvance/Shelby Finance Ltd, Leeds, UK**  Responsibilities:   * Team leadership on projects, from MS Licensing to a complete refresh of user systems in the company * Troubleshooting client side issues and resolving in a timely manner * Administrating User accounts and groups/Organisational units and securing folders using Active Directory and Powershell * Diagnosing DNS/DHCP Issues, and taken over the WDS deployment system from them * Administering User mailboxes in Microsoft Exchange 2010 and integrating them with our Active Directory system * SQL scripting experience querying databases, finding information and updating fields in our Databases * Hardware support of all PC systems, and some server systems * using SQL to administrate customer user accounts, adding details of Postcodes/sortcodes etc * Completed Audit Project for WDA, cross checking and creating a definitive licensing and asset management document * Using Powershell scripts to automate and reduce error in tasks such as generating and creating licencing lists of software via AD, Auditing Hardware, bulk creation of users, groups, mail enabled contacts, both in Active Directory and in Microsoft Exchange, and permissioning of folders/groups * Building Workstations and Laptops, encrypting with industry standard Bitlocker software, installing and configuring software for different departments’ needs.   07/2012 – 09/2014  **IT Support Team Leader, British Embassy, Moscow, Russia**  Responsibilities:   * Team Leader managing 3 IT staff, supporting 250 clients * Engaged in senior management meetings, shaping the direction of the Embassy and how it would function. * Managed staff in one-to-one meetings, setting and discussing personal objectives, and discussing how best to meet them. * Sole administrator of windows 2008 LAN (100 Client machines), * Sole IT budget holder for the British Embassy Moscow * Designing and implementing a network in the Sochi 2014 Winter Olympic Consular office, taking feedback from key stakeholders and forming design documents, and at final signoff, locating onsite and implementing them to create the network. * Maintenance of Physical infrastructure of network (Cabling, Switches/Routers etc). * Network Management of Client/Server connectivity at Hardware and Software level * Upgrading Server 2003 to Server 2008 R2 * Implementing and maintaining Network LAN, Server 2008 R2, with 100 clients. * Administrator of MITEL VOIP Telephone network system   09/2008 – 06/2012  **IT Administrator, Trend Ltd, Moscow, Russia**  Responsibilities:  Trend Ltd is a logistics consultation company, where I was engaged in IT technical support, database administration, preparation of technical reports, and administering updates to the proprietary logistics management software.   * 1S (Russian language derivative of Javascript)   09/2007 – 09/2008  **IT Administrator, British Army Driving School, Leconfield, East Yorkshire, UK**  Responsibilities:  I worked at the British Army Driving School for 1 year, where my duties included administration of the LAN server and client computers, repair of computers and server systems, and purchase of new equipment and supplies.   * Unix Server Administration, Windows Server Administration   10/2004 – 03/2007  **IT Administrator, HBOS PLC, Leeds, West Yorkshire, UK**  Responsibilities:  My duties involved 1st line technical support for the entire Halifax Branch network, I was required to analyze customer technical needs, and either to repair system faults over the phone, or to prioritize and escalate to 2nd and 3rd line support for further analysis and repair. |

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| **EDUCATION** | 2016  **MCSA MS Server 2012 R2**  2013  **COMPTIA Server+**  2000 - 2004  **BSC Computing- Multimedia Systems**,  Leeds Metropolitan University  1998 - 2000  **3 A-Levels in German, Computing and General Studies**,  NEW College Pontefract  1993 - 1998  **9 GCSEs A-C**,  St Wilfrid’s RC High School, Featherstone |

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| **ADDITIONAL**  **SKILLS** | Additional Languages:  Russian – Conversational/Upper intermediate |

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| **REFERENCES** | References available on request |