**Stephen Woodrup**

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**1st Line Support Technician**

A versatile and problem-solving **IT Technician/Customer and Client Services Professional** with wide-ranging technical knowledge and extensive 1st line support experience ensuring service continuity.

An adept communicator, working between the business world and the technical world; explaining technical issues to all parties, without the use of jargon.

A pro-active and hard-working professional, with a range of highly transferable skills, including excellent customer/client facing ability, sales expertise, training/coaching and providing computer/IT systems support. A proven team player, with analytical, problem solving and decision-making skills and the capacity to work with senior leaders to ensure needs are identified and addressed appropriately.

**KEY SKILLS AND EXPERTISE**

|  |  |  |
| --- | --- | --- |
| * Service/desktop support (Win 7 & 10) * Multiple sites / over 2000 users * Project support where appropriate * Virtual and cloud server platforms (Azure) * IT Equipment auditing & Management * Compliance governance (GDPR, FAST) * Active Directory, Office 365 * Server 2008, 2012, 2016 | * Customer Service * Communication * Teamwork * Adept in high pressure environments * Trouble Shooting and Problem Solving * Ability to learn & grasp new technology * Prioritisation of workload * Friendly persona | * The ability to effectively build and manage key relationships |

**EXPERIENCE**

2017 – 2019 **Technology Support Specialist/IT Technician**

Wedge Group Galvanizing

**Key Achievements:**

* Supporting over 200 users across 14 sites across the UK with desktop support of Windows 7 and 10. Both remotely (VNC) or on-site
* Ensuring that servers across various sites were kept up to date with relevant Windows updates. Server 2008, Server 2012 and Server 2016. Along with maintaining accurate data of backups completed.
* Ensuring the database of all IT equipment was kept current and relevant. (Access 2010)
* Creating of new user accounts within Lotus Domino and also Active Directory / Office 365. Liaising with new users in computer system and network usage for the group.
* Monitoring of Mobile Handset usage throughout the group and ensuring all devices are kept up to date and secure.
* Keeping close eye on network usage and potential issues and reporting to providers where necessary. Keeping contact with users who are experiencing issues.

2003 – 2017  **Technology Support Specialist/IT Technician**

Grange Technology College

**Key Achievements:**

* Taking a pro-active approach to supporting the strategic development/direction of service delivery at the college, involving; ideas development, forward planning, research, analysis and evaluation, problem solving and resolution and the focussing of service objectives.
* Supporting and delivering multiple projects by providing expertise and working with senior managers to review needs; making recommendations, identifying potential risks and achieving project timelines.
* Working with the senior management team to identify service improvements and new solutions within the college to expand and improve on existing processes; implementing necessary roadmaps to optimize future performance.
* Consistently having a `hands on` approach to teamwork, grounded in ensuring clear communication is maintained at all levels whilst motivating, encouraging, training, and explicitly recognising individuals’ strengths.
* Effectively maintaining a network of over 2000 pieces of equipment with 2500 Users, and providing adept technical support across all areas, including: Installation of new systems/software; setting up equipment (laptops, data projectors, sound systems, and other specialist IT equipment); delivery of hardware and resources as required; server and network support; diagnosing and resolution of PC, printer and peripheral faults.
* Pro-actively supporting the IT Manager with maintaining an inventory of equipment and software; researching relevant and new IT systems, software and hardware in order to keep operations at the forefront of new/available technologies.
* Providing efficient trouble shooting skills; solving ad-hoc issues by focussing on the symptom not the problem.
* Consistently receiving very positive feedback from managerial appraisal, being considered as someone who can quickly resolve issues and make changes to improve situations.

**PRIOR ROLES/CAREER**

Prior to 2003 I had spent time in various sales and recruitment roles which I feel developed my customer service skills immeasurably. It was during this time that I decided to take a career change and follow my long-term ambition to move into IT

**EDUCATION/PROFESSIONAL DEVELOPMENT/ADDITIONAL INFORMATION**

2000 – 2002: BA (Hons) Business Computing with Multimedia, Huddersfield University

2004: NVQ in Customer Services

**ADDITIONAL INFORMATION**

Member of the Staff Wellbeing team

Enhanced DBS Certificate Number: 001478861502

Driving Licence: Full clean UK driving licence

**(References available on request)**