**Mark Brown | Service Desk Analyst**

**Location: Ellesmere Port, Cheshire**

**Telephone: 07984971462**

**Email: vmark89@hotmail.com**

Profile

I have an excellent work ethic and my personal attitude is enthusiastic and professional. Working in a team and being able to give support to both colleagues and end users is important to me.

I am proactive to develop innovative and creative solutions to problems and would consider myself to be highly motivated.

My skills, knowledge and attitude are highly transferable and would be a benefit to any organisation. I’m approachable, friendly, smart, punctual, have a good sense of humour and a strong willingness to help others.

IT/Technical skills

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| * **ITIL – Knowledge of Triaging, Practices, Processes, Escalation and SLA Processes, Problem Management.** * **Active Directory – Creation/Removal of accounts, Printers, Group Management.** * **Exchange – Create and Manage mail accounts, distribution groups, and online archives.** * **Windows Operating Systems – Full Support for Windows XP to Windows 10 in a Corporate Environment.** * **Microsoft Office – Office 2003-Office 365 Configuration, Deployment and Support.** | * **Mobile Device Management – RMM, Airwatch.** * **Mobile Device Support – iOS, Android and Windows Phone.** * **Hardware Support and Deployment – PC’s, Laptop’s, Phones, Surface’s.** * **Software Support and Deployment – Adobe Cloud, AutoDesk, Tekla, Airwatch, Microsoft Office.** * **Cisco Phone System – Configuration and Support.** * **Documentation – Creation and upkeep of IT Documentation allowing for cross training.** | * **Video Conferencing Support – Polycom, Real presence and Skype for Business.** * **Printer Support and Maintenance – Xerox.** * **Remote Support – Teamviewer, Dameware, Solarwinds RMM, Tight VNC.** * **Service Desk Management Software – Ticket Triaging, Creation, Resolution of Logged Issues.** |

Career summary

**09/2018 – Present Company: DX**

**Role Title: Service Desk Analyst**

Support for around 150 on-site based users and around 500 off site users. Day to day duties include Ticket Triaging, Management, Resolution and Problem Management within our Service Desk platform Cherwell.

This would be following ITIL Practices & Processes while adhering and working towards business agreed SLA’s and KPI’s.

Providing hardware, software and telephony support for both standardised and company specific applications, varying from Laptop/Desktop Imaging & deployment, Cisco Phone System Support, Office deployment and configurations, AV deployment, AD and Exchange tasks both locally onsite and externally via remote sessions.

***Key responsibilities***

* Followed ITIL Processes and Guidelines which improved my personal Ticket Management, Time Management and Improved Personal SLA adherence. This also reflected in department SLA KPI’s.
* Provide effective 1st/2nd Line Support for over 150 onsite and 500 offsite users while escalating issues as and when required to reduce impact and downtime to end user workload while working closely with other IT Teams such as Infrastructure, Dev and Workshop.
* Triage Tickets and ensure these are correctly categorised within Cherwell.
* Perform Problem Management where applicable on re-occurring Incidents ensuring that any solutions, workarounds or known bugs are documented within the Known Error Database and where required escalate to management as request for change.
* Create, Update and Manage documentation to allow for cross training within the department via Cherwell Knowledge Base solutions and Secure OneNote documentation.
* Manage and Update Internal/External account information and passwords via IT KeePass database, ensuring any changes are documented and updated within the notes section within KeePass.
* Source Hardware and Software requirements as required and submit requests with full information to Service Desk Manager.
* Ensure asset information is correctly logged within Solarwinds RMM to allow for tracking, remote support, real time monitoring of the devices hardware and software information. This is across Desktops/Laptops as well as Mobile Devices.
* Enrolled Mobile Devices into RMM for security, remote installation and removal of applications, ability to remote wipe lost or stolen devices and allow remote configuration of email.
* Provide remote support via MSP RMM, Dameware, Tight VNC and Teamviewer.
* Manage & Deploy Cisco Deskphones for end users. This would include the creation and management of Hunt Groups as well as Ring Groups.
* Imaging and Deployment of Desktops/Laptops adhering to company policies such as enabling Bitlocker on the devices, allocating physical asset tags and naming of the device to reflect the tag information.
* Manage Office 365 licenses, user accounts and deployment via O365 Portal.
* Management of Active Directory and Exchange Accounts including security groups, distribution groups, mail aliases, account creation/de-activation and where required management of online archives.
* Provide support for Windows 7/10 in a corporate environment.
* Support for Redbox Recording configuring the application according to various departments requirements and disabling the system when an end user takes payment from a client. Configuration also allowed for Department Managers to track multiple key areas such as calls/time taken and wait times.
* Troubleshooting, Diagnostics and resolution of Hardware and Software such as Label Printers, Desktops, Laptops and Thin Clients while in the Workshop where these will be configured and sent to Internal DX Colleagues as well as DX Customers where applicable.

**10/2017 – 08/2018 Company: Brookson**

**Role Title: Service Desk Analyst**

Support for around 500 site based users and around 200 off site users. Day to day duties include Ticket Triaging, Management, Resolution and Problem Management within ManageEngine Service Desk.

Following ITIL Practices & Processes while adhering and working towards business agreed SLA’s and KPI’s.

Providing hardware, software and telephony support both locally on site and externally via site visits and remote connection sessions.

Providing Mitel Phone System Support, Office deployment and configurations, AV deployment, AD and Exchange tasks.

**07/2013 – 05/2017 Company: Kingspan Insulated Panels**

**Role Title: 1st/2nd Line Service Desk Analyst**

Supporting 500 site based users and around 1000 non site based users globally. Duties included creating, editing, closing tickets via calls, emails and voicemails left with the Service Desk, prioritizing and distributing the workload evenly while providing hardware and software support in accordance with KPI’s and SLA’s.

**10/2012 – 05/2013 Company: Cheshire West and Chester Council**

**Role Title: Desktop Field Engineer**

Supporting 10 Assigned schools which were based within Cheshire West as well as providing support for the Corporate side of Cheshire West and East Council. Support included logging calls within Sostenuto, site visits to assigned schools for support.

Education and Qualifications

**Courses**

* **Microsoft Troubleshooting & Supporting Windows 7 In the Enterprise, grade –** Certification of Achievement Institution.
* **Customer Care –** Pass.

**University of Chester – 2009-2011**

* **Computer Science Diploma Supplement –** Certification of Higher Education.

**West Cheshire College – 2006-2008**

* **BTEC National Diploma (IT System Support) –** Pass/Pass/Pass.
* **Key Skills Level 2 Number, Application and Communication NVQ –** Pass.

**Sutton High School – 2000-2005**

* **Business Studies (Intermediate) –** GNVQ Pass
* **English –** GCSE D
* **Science Double Award –** GCSE DD
* **Mathematics –** GCSE E
* **Art & Design –** GCSE E
* **Religious Education –** GCSE E

References available on request