Steven Johnson

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**Profile**

I consider myself to be very enthusiastic and keen to learn. I have spent several years working in Sales and marketing before moving to IT. I decided to take a break from IT for a little while. I am now looking to get back into IT and would be looking to move into an advanced 1st line or 2nd line support role with a view to working towards a Network Admin or similar kind of role. I have completed my MCSA Windows 7 and ITIL Foundation whilst being away from IT.

**Key skills & achievements**

Active Directory

Windows 7 & 10 Support

Microsoft Office (O365 and 2010/2013/2016)

Exchange 2010 Admin

Windows Server 2012

SCCM 2012

**Professional Career**

WS Transportation, November 2016 – Present, Artic HGV Driver

Working for one of the largest transportation companies in the UK delivering steel and concrete posts all over the UK. Strapping and securing each load with ratchet straps or chains and tensioners. Abiding by the EU driver laws and driving within the allowed driving hours on a daily and weekly basis. Providing first class customer service upon delivery and collection of goods.

Manchester Airport, May 2016 – November 2016, Service Desk Analyst

Working for Manchester Airport Group providing support to all 3 sites, currently migrating a 4th site to our infrastructure. We provide remote support and resolve as much as time allows us to on a one stop shop basis. Providing excellent customer service to users and managers alike in order to promote IT in the workplace. Occasional desk side visits to provide a fix for hardware and software support.

The Ombudsman Services, August 2015 – May 2016, 2nd Line Support

I moved on from my previous role due to re location of the job role. I started working for The Ombudsman Services, providing 1st line and 2nd line technical support to office and home users using a variety of technologies including SCCM and TeamViewer. I Provide hardware and software support and installs, imaging PCs and laptops using SCCM and standard disk installation.

Parsons Brinckerhoff, October 2014 – August 2015, Desktop Support Technician

I was working for the international infrastructure company as a Desktop Support Technician. This involves performing general troubleshooting processes, Defining and Solving problems and educating end users, installing, configuring and upgrading applications and operating systems. I had numerous tools to help with this including SCCM, Active Directory, Group Policy and Remote Desktop. I have used several troubleshooting methods and implementing precautionary measures to restrict the implication to users. I have been provided the opportunity to expand on my experience and gain qualifications to help in my job role. I have used this opportunity to gain my MCSA in Windows 7 and ITIL qualifications.

Integrated Dental Holding, May 2014 – October 2014, IT Service Desk Agent

My main responsibilities at IDH are to support requests by logging support calls, identifying and resolving hardware/software related problems; This requires the ability to communicate technical issues using jargon free terminology to users at all levels, maintain a customer centric attitude ensuring the frontline are fully supported to deliver great customer service to our patients, detect, diagnose and resolve computer, simple server issues and peripheral device faults, perform hands-on fixes at the desktop level, including installing and upgrading software/hardware, configure systems and applications supported by the IT Department, test fixes to ensure IT problems have been adequately resolved, escalate issues as required in line with the escalation process, assist with the roll out of IDH systems and software updates, advise and train end users with regards to hardware and software, support in the analysis of problem areas, support with devising solutions to enhance quality of service and to prevent future problems, educate/reinforce IDH IT policies and procedures to end users and to support the IT Service Delivery team within reasonable request.

CPM Communications, July 2003 to January 2013, Sales Team Manager

I finished school at 16 and went straight to working in Sales, quickly moving up the ladder to become a Lead Sales Support and then Sales Team Manager within 3 years. My role was to manage a team of 13 staff and provide support and motivation as well as deal with any issues arising within my team. Produce KPI reports and maintain a high sales target to ensure targets are met.

**Education**

The Open University

BSc Computing And IT 2:1

The Knowledge Academy

MCSA Windows 7

ITIL Foundation

Culcheth High School

8 GCSEs at A\* to C including English, Math and ICT.

**References available upon request**