PAUL MARBROOK

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IT SERVICE DESK 1st/2nd LINE TECHNICAL SUPPORT

**20 years of experience and developed skills gained through the establishment of IT infrastructures in a predominantly Microsoft Ethernet environment.**

* **Impeccable 1st/2nd/3rd line helpdesk and troubleshooting skills to meet SLA’s.**
* **Lead 2nd/3rd line technical support and projects person for 9 WAN sites with MPLS connectivity.**
* **Extensive experience of multi site and multi domain AD. Exchange 2003/2008/2012 Administration.**
* **VMware ESXi 5/6 implementation and administration.**
* **Experience covers design, testing and successful implementation of Exchange 2003/2008 and Active Directory Infrastructure servers at sites across Europe.**
* **Notable success of participating in planning and delivering LAN implementation projects including a resilient and diverse routed Enterprise Class Nortel Ethernet network.**
* **Highly organised and self-managing with developed prioritisation skills.**
* **MCSA 2003 certified.**
* **Apple MacOS – 5 years of configuration and experience.**
* **Linux CLI experience.**

**PROFESSIONAL EXPERIENCE**

**Available Immediately**

**CONTRACTING ROLES**

**Helpdesk Support Analyst – 3 months June 2019 – October 2019**

JTL Training, Wrexham. 1st and 2nd line helpdesk support role. Call answering, ticket logging, first contact fix, escalation. Windows 10, builds/imaging, SCCM, O365, AD, iOS & Android mobile device config, call answering and logging, OS builds, hardware repair and maintenance.

**Tesco GS1 update project Jan 2019 – Mar 21 2019** Multisite field role updating Herbert barcode scanner device firmware.

**ATM Software Upgrade Project May 2018**

Multi site upgrades of Diebold Nixdorf / Barclays ATM machines. OS and application upgrades.

**Ricoh IT migration March/April 2018**

Ricoh IT migration on various acquisition sites. Migrating Windows 7/10 desktops/laptops and Android/Apple mobile devices to new domain and application configuration.

**Installation Engineer Feb 2018**

Wrexham HMRC –. Site office move, PC/phone installation, Windows 7/10 rollout and configuration, patching, cabling, floor walking upon completion.

**NIU Solutions Limited Dec 2016 – Feb 2018**

Providing 4 weeks per year cover on a contract basis in 2016/2017. Holiday cover for the previous Pasporte Limited role of IT Systems and Network Support Engineer at Emirates sites.

**SELF EMPLOYMENT**

**Self Employed Photographer Nov 2016 – Sept 2018**

After taking voluntary redundancy from NIU I took the opportunity to take a break from IT and pursue my part time photography business for 12 months. I am looking to pick up my IT career whilst my experience is still relevant. During this time, I was also able to complete some IT work as contractor for NIU as listed.

**PERM EMPLOYEE ROLES**

**NIU Solutions Limited Jan 2012 – October 2016**

**Technical Project Consultant**

Responsible for technically delivering the build and configuration work for customers remote managed services. Key technical skills are VMware ESXi 5/6, vSphere, vCenter Server 5.5/6. Installation and configuration of physical/virtual Windows Server OS 2008/2012. Windows clients versions XP/7/8/10. Administration/configuration of Cisco ASA and Juniper firewalls, IBM XIV SAN storage, Actifio backup, F5 load balancing, documentation of all changes.

**Pasporte Limited Jan 2009 – Jan 2012**

**IT Systems and Network Support Engineer**

Recruited specifically by Pasporte for a role serving Emirates in the North UK. The UK Emirates sites are remote to centralised resources and Service Centre in Dubai. Incident calls are managed via HP Service Desk and I dealt with 1st/2nd/3rd line incidents with agreed SLA’s, managing and planning my daily workload, projects and site visits. Responsible for 250+ XP desktop OS builds and hardware, Server 2003/2008, Exchange 2003/2008, Cisco switches and routers. Security cleared for airport airside access.

**Kingspan Limited, Holywell, North Wales Jan 2001 – Dec 2008**

**Senior IT Analyst and Network Engineer**

Recruited as 1st/2nd line analyst and as company quickly grew in size and in number of remote sites I was core to ultimately establish and manage enterprise-wide server and messaging systems for the user base. Responsible within team for AD infrastructure design, replication, DNS, DHCP, GPO, FSMO, Exchange 2003 builds, configuration, routing and maintenance (front end – back end), remote site and out of hours support. Experienced in physical and virtual (VMWARE) server builds, Enterprise class Nortel Ethernet network LAN/WAN configuration including VLAN design, network monitoring, VMWARE ESX 3.5/Vcenter server/VIC, SAP environment, SAP migration project, Blackberry ES, manage change requests for Cisco routers and Lucent/Juniper firewalls, Nortel CS1000 VOIP telephony, Dell SAN, IBM TSM on AIX and Windows/HP-UX HP Data Protector backups, SQL 2000/2005 server admin, IIS, ISA 2004, Acronis, XP & Vista, laptop and desktop support.

**Data Network Associates, Chester 1999 – 2001**

**Desktop Support Analyst**

Field support engineer responsible for windows 9x / 2000 desktop support and NT4 server administration. PC hardware and OS builds.

**Provalis Diagnostics, Deeside 1996-1999**

**Development Scientist**

Developed One-Step bone marker assays to detect those at risk from osteoporosis. Produced and manipulated huge amounts of data in Excel. Developed IT desktop support skills and also worked for MCSE in spare time.

**Training Courses**

VMware vSphere: Install, Configure, Manage v6 – Manchester 2016

Citrix Presentation Server 4.5 and XenApp5.0 for Server 2003: Administration – Manchester 2009

IBM TSM Administration – Harrogate 2008

Nortel Network administration and design – Holywell 2007

DELL SAN Training – Reading 2006

MCSE 2003 Training – Altringham 2004

MSCE NT4 - 1999

**Education**

MCSA 2003 - 2009

MCSE NT4 +IIS Qualified 1999

Bachelor of Science Degree 2:2 Hons. – Aquatic Biology

University of Wales Aberystwyth, 1995