**Josh Skyner BSc (Hons) MCITP**

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**Career Aim**

A Technical, highly motivated and passionate individual who has completed a computer network technology first honours degree class 2:1. Looking to progress a career in the computer industry and is constantly looking to improve and increase knowledge in all sectors.

**Education and Qualifications**

***GCSEs***  *St Gregory’s Catholic High school 1999-2004*

11 GCSE’s Including: I.T. (B), English(C), Maths(C) And Dual Award Science (C, C)

***NVQ level 2-Installing and Supporting IT Systems Riverside College Halton 2004-2005***

***BND-I.T Practitioners Riverside College Halton 2005-2007***

Grade: Merit Merit Pass

***BSc (Hons) Computer Network Technology University of Central Lancashire 2007-2010***

Degree Class 2:1

**Modules studied include**: Communications & Networks, Computer Security, Introduction to Network Routing, Investigating Hardware & Operating Systems, Program Design & Implementation, and Introduction to Software Development, Computer Technology and Systems Analysis & Design, Penetration Testing, Network Design & Management, Advanced Network Routing, Wireless & Mobile Networks and a Project

***MCITP: Enterprise Desktop Support Technician on Windows 7 2010***

**Employment History**

***Bar Assistant De Vere Daresbury Park Hotel Warrington Sept 06-June 2008***

(Part time weekends)

***Counters assistant Asda Westbrook Warrington June 08-******July 2010***

(Part time weekends)

***IT Helpdesk Technician CEservices Limited July 10 – Present***

(Full Time)

Main Duties:

* Preform on average 400 support calls a month remotely along with two other engineers, ranging from user management to implementing network solutions.
* Solely in charge of over 40 customer’s backups such as DR Solutions including Acronis and Backup Assist. Also file and system state backups including Backup Exec and NT Backup Script. And off-site backups including CDP and R-sync
* Occasionally attending site to preform installs and to fix mainly hardware faults.
* Preconfiguring hardware including Sonicwalls, Servers, PC’s iPads, Routers and switches ready for install or swap out at customer’s sites.
* Maintaining and managing systems at a datacentre including, Hosted email, file hosting, email security and Terminal servers. All of which use a mixture of VMware ESXi and Xen server on both standalone Server hardware and HP blade C7000 using a SAN.
* implementing and managing office 365 solutions, mostly migrating users to office 365 email and using Onedrive for collaborative work.
* In charge of project to move mailboxes ranging from 10-97 users from both hosted exchange and on premise to office 365

**Interests**

* An interest in computer hardware/software spending many hours building and repairing computer systems
* Socialising with friends
* Enjoys keeping fit by attending the gym

**References Available upon request**

**Key Skills**

Is highly proficient in applying information technology and is confident with a vast range of operating systems. An extensive knowledge of networking, routing, wireless and mobile technologies, and has finished studying for a Cisco Qualification CCNA through academic studies at University. Advanced knowledge with Microsoft’s products such as Microsoft Office, Office 365, Windows XP - 7, Windows Server 2003- 2019, Windows SBS Products, Microsoft exchange 2003-2016, Microsoft Active Directory and Extensive experience with the full range of Sonicwall Products including SSL, Email Security and firewalls.

***Trouble Shooting***

An excellent ability to trouble shoot many different problems effectively, demonstrated through diagnosing, repairing and maintaining computer systems for an extensive number of customers ranging from 4 users to 400 users local and international, all deploying different technologies and networks.

***Communication***

Excellent oral and written communication skills and confidently able to stand in front of a group to give presentations. Has enhanced communication skills earned through academic learning and working for over 6 years on a helpdesk where effective communication is vital. Also through working for both De Vere and Asda, I have handled numerous customer queries, and use selling techniques to market stock to the customer and ensure a sale.

***Teamwork***

Works very well in a team and can lead people to reach successful goals. Confident in expressing my opinion and try and get individual’s opinions to achieve a group decision. During group University projects, I was in a team that was to design and implement a test network for a primary school, throughout this I gave my opinion on what technologies to be used and was able to delegate jobs and work within a team to create a highly successful group project. In the air training corps was trained and attended many courses for teambuilding which improved overall ability to work well in a team environment.

**Relevant Experience**

Experience with virtualised products such as **VMware, ESXI Hyper V and Xen Server**, experience with programming **Cisco switches, routers** both using **Cisco's Packet tracer** and also configuring physical routers and switches using console cables. Experience with computer hardware, fixing and diagnosing problems both with University projects and also repairing and maintaining colleges and family's computers. Also a vast amount of experience with **Active Directory** as this was a factor chosen for my dissertation.