**ALEXANDER PAUL MATTIN**

**Contact Details:**  **Mobile** 07547803726

**Email** alex.mattin@hotmail.co.uk

**Required Location:** North West – Manchester area

**Availability:** 2 weeks’ notice

**Academics:**

* GCSE’s x 8 (Inc Math’s, I.T. & English)
* IC3 certification core
* CompTIA A+ 601 602 knowledge
* MCDST 70-271 70-272 knowledge
* ECDL (European Computer driving license)
* ITIL V3 Foundation qualification

**Working Knowledge of IT technologies and Platforms at a glance**

* Windows XP / 7 / 10
* Windows server support and administration 2003 / 2008R2 / 2012
* Microsoft Office 2003 – 2016
* Microsoft exchange 2010
* Citrix Farm and thin clients
* XenApp 5 and Xenapp 6.5 configuration / administration
* RDP, Ultra vnc, Team viewer, Pc anywhere, ICA client for citrix and other remote support tools
* Port patching, switches, routing and server deployment
* Mcafee endpoint encryption
* Sophos UTM administration
* Active Directory, terminal services and group policy administration
* IP Phone configuration/setup and User Management – Mitel controllers
* Database Management, Asset Administration and various service desk software
* Hardware Builds ranging from PC’s, servers, Laptop’s
* Software builds and configuration ranging from PC (domain/local/public), Laptop(local/domain/remote), thin clients, blackberry server, Tablets and mobile devices
* EPOS Hardware/software setup and configuration
* LAN/WAN/SAN network setup
* Back-up, file server, domain controllers, DNS
* Printer Hardware/software setup/support and configuration in local and networked environment
* Virtual printing deployment, configuration and administration
* Websense and Sophos control – policies and filtering
* Image creation and deployment via Ghost, Bart and vista PE
* VMWare, VSphere server administration and support
* ITIL v3 based service desk management and report building
* Service standards, SLA and KPI creation / management
* Capita systems support (IBS, Open Accounts, Total Mobile, Opti Time)
* Solar Winds
* Linux Administration
* IHE transactions
* HL7 v2/v3 messaging
* SOAP messaging
* VM builds and configuration
* MySQL and Maria DB Database Administration
* SCCM administration collections deployments and application packaging

**Employment History:**

**July 2019 – Present day**

**University of Manchester**

**HCL**

**Windows 10 roll out engineer FSO level 2**

**Contract**

In my current role I have been involved with the large scale deployment of windows 10 to over 30,000 UoM devices across all campuses. Utilising various task sequences and deployment methods for pull, push, pxe and usb installation processes from the test/pilot phase through to the live roll out, I have helped form the end to end process as part of a hybrid support team between HCL and UoM while providing a technical escalation point for the HCL apprentices. I have also been involved in the project meetings and CAB and writing guides, communication templates and process maps for the agreed methods.

**October 2018 – July 2019**

**\*Since my last role I have took some time out to focus on my new property and also progress through some home learning courses on kubernetes, docker, Microsoft Azure automation with PowerShell and log analytics and IoT\***

**October 2017 – October 2018**

**Systems Engineer**

**Tiani Spirit UK**

**12 Haviland Road Ferndown Industrial Estate,**

**Wimborne,**

**Dorset,**

**England,**

**BH21 7RG**

I joined Tiani UK on a year contract to work with the tech team as a systems engineer, this role was remotely based and after the initial 6 week training and shadowing alongside the existing systems engineer and tech director I was home based. Tiani Uk supplies and supports a bespoke IHE (Integrating the Healthcare Enterprise) based HIE (Health Information Exchange) system to various Hospitals, teaching hospitals with some web portal access for GP practices up and down the country. Clients include the LPRES (Lancashire Patient Record Exchange), EPUT (Essex north and south) and London. Dependent on the Organisation’s use case there are different versions of the software and operating system to support, each one different in configuration and in functionality. All project, support, admin and sales work is housed on the Redmine tracking system with weekly team calls to discuss and plan the related sprint cycle items in Jira for each client. I attended client meetings both face to face and conference calls for support and project planning and also held on site training to clients with the tech team. All VM’s are Linux based and built to the specifications outlined for the role of the machine (database, audit, FE/BE services, Web services, test/UAT etc) using a CentOS operating system, I built, configured and supported the VM’s for clients and worked with the team in diagnosing IHE transaction issues such as RSQ’s, PDQ’s, P&R’s, PIX queries, Update doc set, DSUB notification, PDP and XDS reg/rep, Xca, HL7 V2/V3 & SOAP messaging for example. For resiliency most clients had a VIP in place and a database cluster (percona) using proxy sql for load balancing and maria db or MySQL for database management. Much of the support work was done by checking for errors in log files, xml files for configuration issues, actor configuration, network configuration, certificates, server hardening, database tables, LDAP configuration, deployments etc. The majority of the support, maintenance and configuration was done command line over secure VPN with ssh or CAG access to the clients environment.

**March 2017 – October 2017**

**Service Delivery Manager**

**Salix Homes**

**Diamond House**

**2 Peel cross road**

**Salford**

**M5 4DT**

In this role I worked as the IT service delivery Manager to the business and service desk management for Salix Homes within the IT Team. Supervising 4 staff, two first line and two second line advisors, overseeing the workload of the team, carrying out 121’s and performance reviews with statistics from the reports I have built and configured the hosted zendesk helpdesk system and portal. I have implemented new SLA’s queues, triggers, automations and fields to align it where possible with ITIL/ISO standards. Meeting with key stake holders around the business to review the IT service and gain perceptions from different departments. I am also working with the business to implement change management via a change control process which includes CAB meetings and to schedule upcoming changes for systems and services such as Northgate, CRM and SharePoint. Third party management has been a very key part in this role as the infrastructure is hosted by the council which at times can be restrictive and poses limitations from a support and service delivery point of view.

**October 2016 – March 2017**

During this period I had some time out of work to look after and spend time with my partner and new baby.

**October 2013 – October 2016**

**Service Desk Manager**

**Rochdale Borough Housing**

**Sandbrook House**

**Sandbrook Way**

**Rochdale**

**OL11 1RY**

I joined the IT Team at RBH as an IT Systems Analyst providing support to the 600+ end users of the business for all nature of IT incidents, changes and requests. I have gained support skills on the core systems such as Open Housing (IBS), Open Accounts, Total Mobile, Documotive and Timeware and helped towards resolving the backlog of outstanding calls bringing the numbers down to a more manageable level. Following the move of premises the scope for the IT team grew and as such I was given the responsibility of Managing the service desk as I had some experience in setting up an IT service desk in a previous role and I am ITIL trained. As this was a team of only 4 cross skilling was also important and I have gained support skills for Infrastructure, software and applications and mobile devices. From an Infrastructure perspective we house a Citrix farm load balancing end users across 8 Citrix servers using Xenapp 6.5 for Citrix administration, application publishing and policies. We use VM Ware and V-sphere for our virtual server Management and we have over 70 virtual servers (mostly Server 2008 R2) across 11 ESX hosts used for production and presentation. The hosted data center was on site and I was involved with supporting the physical boxes in our rack space when required. NetApp is used for storage and back up for our file share, servers and SQL databases and Sophos provides our Internal firewall, web protection, wifi management and email filtering. PowerShell scripts and commands where used for querying the exchange mailboxes and help with automating certain processes. We enable the use of software and applications such as Microsoft Visio, PowerPoint, Project, Word, Excel, Outlook, Publisher and Access (all 2010), Adobe Acrobat Pro, Reader, In Design and some In house Capita systems to name a few. For mobile device management we enroll devices (tablets and smart phones) onto Mobicontrol which is sectioned into departments that apply lock down policies and application access. Remote support and package deployment to devices is also carried out. Devices connect to our wifi via Sophos and are mac address filtered, applications we enable and support on devices includes Timeware for clocking in/out, email and Documobile.

I have lead on a number of Projects as well as Managing up to 2 service desk advisors, such as upgrading the Service desk system Vivantio to Vivadesk which included the creation of the service areas, ticket queue’s, business rules, escalation points, email templates, Priorities, categories, SLA’s, service desk portal for end users, guide publishing and dashboards for monitoring. I have also created KPI reports for the business using report builder and excel which are updated monthly and published on the service desk portal. In relation to this I have recently helped create and implement the agreed IT service standards.

Virtual Printing – I have lead on implementing Uni Print the virtual printing service provided to employees. This included the install and configuration of the software on the virtual bridge, print and citrix servers. The install and configuration of the Vpad’s with the virtual printing queue and physical printers. RFID swipe card, user management via Active Directory. Printing defaults, Printer profiles (Ricoh MFD’s) and back up/archive access and management.

BACS upgrade –EPay Client – server install and configuration, gemalto and Verisign install across the citrix farm, smart cards and readers roll out,

Service desk management – I have been covering the early shifts on a rota basis carrying out morning checks on systems and services with reference to solar winds for active monitoring. Acting as a point of escalation for my service desk advisors and the business, creating training plans and guides for the service desk and monitoring progress in monthly 1to1 meetings. Actively monitoring outstanding incidents and requests for change and liaising with third parties / account managers when needed. I create reports and stats on service desk performance on a monthly basis and Ad-hoc reports for the business when requested. Sending out communications to the business when planned maintenance is scheduled.

**\*For a reference you can contact Graham Johnson or Kevin Amos at the below address or via service desk on 0161 2535050\***

**April 2nd 2013 – September 2nd 2013**

**User Support Technician**

**Bury Council - Bury Town Hall**

**Knowsley Street**

**Bury**

**BL9 0SW**

I started with the Bury Council as a temp to aid with the high volume of office moves currently being carried out across the borough, but since starting in April I have been involved with all aspects of the user support desk and escalated incidents including : imaging new/old machines and configuring for deployment onto the bury domain(win xp and 7 using ghost or vista pe), installing and configuring software and applications relevant to the user or department, fault diagnosis and hardware installs/replacements, installing and configuring RES Workspace Manager for newly procured windows 7 64 bit machines, printers, zones and applications, creating/amending active directory security groups, users and OU folders with appropriate group policies, exchange mailbox management, remote and onsite support for users across the 100 site’s in Bury, network and switch patching (mostly cisco POE some just data for laptops), print server management (server 2003 & 2008 deployment), user guidance and training, asset management, change management, resolving escalated support works incidents and liaising with 3rd party suppliers/support within sla's, taking ownership of all accepted calls through to completion and documenting any ‘work arounds/fixes’ until a permanent fix can be implemented, web sense policies and filtering, DHCP and static database management, active directory and citrix profile management, support for external users connecting in via a citrix gateway, public domain management for Wyse terminals and locked down PC’s utilizing deep freeze in the library’s, Providing local access and installing many of the in house applications used across a wide range of departments (IBS Housing, swift map & map info, auto CAD, millennium and many others), small or large office moves (disconnect and re connect of all IT equipment). This role at times was very ad-hoc therefor people skills and work load management was an important factor. I enjoyed this role very much, but as my temporary contract has finished and the office moves have been completed unfortunately there was no case to extend my contract and no view or budget for a permanent position.

**\*I was actively seeking employment from the 28th of November after my foot cast was removed and secured a contract through Net source (agency) in March to start in April**

**June 4th 2012 – September 26th 2012**

**Service Desk Manager**

**Mawdsley brooks and co**

**Number 3**

**South Langworthy road**

**PO BOX 18**

**Salford**

**M50 2PW**

I joined mawdsley brooks service desk as a temp to help with the setup of a fully working service desk based around ITIL and to be the first point of contact for the small IT department based in Salford. For the first month I was mainly fixing all the 1st and 2nd line issues that had been outstanding for quite some time on the newly procured helpdesk system ‘site helpdesk’. This was a very ‘hands on’ role with a lot of the support done face to face or remotely via remote desktop, remote assistance, team viewer or other remote support tools. The issues outstanding where vast ranging from building domain laptop’s / PC’s and configuring to issues with hardware/software, configuration, server management ports and patching, citrix, domain controller’s, active directory, group policy, database management and administration, profile management, with some Unix due to the robust awards ordering system and more.

Once the issues came to a manageable level I focused on creating all the supporting documentation the service desk would need to run efficiently through the newly revised opening times and staff levels. I did this based around ITIL as much as possible utilizing the resources of the business as best as possible. I produced around 40 documents in total that I shared between relevant staff through a security group and mapped drive so they were accessible in my absence. The documents ranged from service level management guidelines and diagrams to request forms for hardware/software network access etc., step by step screenshot focused guides for common/known issues experienced by the end users spanning different operating systems and software, DML media fire safe, service desk staff rota and offline activity plans, service desk stats and monitoring plan, security management, capacity management, CSI and implementing the deming cycle and other documents that where relevant to the business needs. I also held a training session for some staff to help them get to grips with the new phone system ‘swyx’ and produced end user documentation to guide them through functionality in my absence. I sustained a broken foot on Sunday the 23rd of September and haven’t been able to work since, I left on the 26th as commuting via public transport was not feasible but I am know fit to drive and work again.

**\*For the period of February to June I was actively seeking work and acquired a contract in May to start in June**

**27th April 2011 – February 2012**

**IS Service desk analyst 1st line**

**Guinness Partnership**

**Guinness Northern counties**

**1 stable street**

**Bowerhouse**

**Oldham**

**OL9 7LH**

I started working for Guinness Northern counties in April 2011 to work on the service desk, supporting internal staff based up and down the country ranging from office users, remote users and scheme based users (around 4000+ in total). With between 6 and 8 staff taking between 250 and 500 calls a day - most of the support work is done over the phone although users with a service desk system login have the ability to log their own incidents or requests straight to our unassigned que’s. Users can also email into the service desk mailbox which in return logs an incident with the details that are embedded in the email and face to face support for our internal staff on site as well. SLA’s are assigned by priority and are monitored to assure they are met.

The systems and software we use and support are varied and we act as a 1st point of contact for 99% of the problems that arise every day for users. Some examples are – windows xp, vista and 7 operating systems, with some Linux for the dtm machines (data transfer machines), citrix xenapp 5 and 6 virtual platforms for users with ‘wyse’ terminals or the ica client installed. Extensive Active directory and Microsoft exchange support including creating, amending, configuring and disabling lan and email accounts, distribution groups, mailboxes and security policies, Microsoft office products 2003 – 2010 including outlook and web app, adobe acrobat, Microsoft server 2008, oracle financial systems, Civica live, test and train, ultra vnc, CA service desk manager logging system, mcafee endpoint encryption for the company laptops and many other internal systems designed for specific departments (housing, asset management, customer service etc). Again the hardware we support is varied and liaising with our 2nd line and 3rd party suppliers is key for resolution (i.e. switches, routers and data lines like ip converge and isdn 30) – faulty hardware would be sent to us personally after telephone / shadowing investigation and we would test, repair or replace the equipment – from mice, keyboards and cag fobs to wyse terminals. P.c.’s and multi-functional printers in a local, virtual and networked environment. We also support the purchasing and ordering of new equipment, products and services through budget and office codes and granting access to programs and network areas once manager authorization has been received. Call targets monitored daily included the percentage of calls answered against the abandoned rate and an aht of around 600 seconds.

This was a fast paced, challenging and high volume role and organizational skills and prioritisation is key here as well as flexibility for the shifts ranging between 8am and 5:30pm. Taking ownership and following an incident / request through to resolution is expected for 1st line staff. Un assigned calls left over are assigned to individual service desk analysts by 5:30 pm for next day resolution. ITIL practices are used with most processes and procedures to ensure consistency.

**\*The gap between February and April I was searching for my next role within the same line of work I enjoyed as a service desk analyst**

**4th May 2010 – 28th Jan 2011**

**Co-Operative**

**IS Service desk analyst**

**New Century house**

**Corporation street**

**Manchester**

I joined the service desk as a temp at the Co-Op in May 2010 to work on the Healthcare team providing 1st and some 2nd line support to 950+ Pharmacy’s nationwide on a team of between 8 and 12 advisors dependent upon shift patterns. This is an inbound role providing support to the Pharmacy locum’s and dispensing staff at the branches who encountered any I.T. related issues in the day to day running of the pharmacy’s. All incidents are fully logged on the in-house database - ITSM according to specific call categories that define a priority and a sla for completion. We also provide support to our internal staff at head office, the National Distribution center (supporting citrix terminals) and provided a first point of contact for many other teams within the company.

Call targets were important and monitored daily, targets included - AHT (Average Handling Time) of 4 minutes, 90% of calls answered in 30 seconds and a maximum of 5% abandon rate. The systems and software we supported regularly included – Windows XP / VISTA / 7, Microsoft Office, Command prompt, Microsoft Server 2003/2008, lotus notes, Active Directory, LAN/WAN topologies, back up’s, mcafee antivirus(endpoint encryption/Safeboot), Oracle, outlook express & OWA, Netsupport, Carbon copy, Qmax and many internal systems. The main I.T. area’s covered where hardware, software, networking, network topologies, TCP/IP, DNS, NAT servers, Printers(Network/Local), Faxes/Scanners, Firewall, telephony, Hand Held Terminals(Datalogic and Motorola), PDA’s/Blackberry’s and infrastructures, this was quite a varied role that was challenging and required good process knowledge, improvisation, technical ability and ownership.

**\*After finishing the contract at Fujitsu I wanted to secure a role that was relevant to the CompTIA course I was working through**

**1st August 09 – 24th March 2010**

**Fujitsu services**

**One Central Park Northampton Rd, Manchester, M40 5BP**

**Asset Management Team**

**Asset administration**

I joined the Asset Team in August 09 to work on and handle the assets allocated to the BMI baby contract held by Fujitsu based in Manchester. Since joining I have now been cross skilled to work on the other contracts managed by the asset team (FSA, GO and Sirius/home office). Our main role is to keep the database’s up to date with all incoming relevant information either sent in by the engineers or service delivery managers. Daily, weekly and monthly reporting using excel is used to keep track of all targets and make sure we are hitting/exceeding them. We do this in the form of swivel charts, pre designed macro tables, graphs and bar charts. On occasion we do also deal with Ad-hoc requests from contracted staff in varied departments to help them with their work. Most databases are ‘web based’ using CA unicentre’s Triole for Service system, A lot of checking and re-checking is involved with this role to ensure integrity of the data held on system. The demands of each contract are different so flexibility and adaption is important here.

**13th February 09 – 1ST August 09**

During this period I have been continuing with my course working through the materials and subjects, completing topics and questions. I have been preparing myself for the 2 exams I have to take to complete this stage of my course (CompTIA A+) both the 601 and 602 exam. I was still actively looking for work but due to the economic downfall very little response was received.

**1st February 2008 – 13th February 2009**

**Software Solutions NW**

**Technical support Advisor**

I worked for Software Solutions NW from the 1st of February 08 as a Technical support advisor. This was my first I.T. role since starting my course with computeach which I thoroughly enjoyed and gained a lot of knowledge from. We built, installed and maintained EPOS till systems for SME businesses throughout the UK. I was given on-the-job training for both the DOS EPOS systems and the Windows GUI interface systems which included hardware/software troubleshooting, Back-up’s, system building, programming and networking. All relevant notes and details pertaining the issue where updated and stored using Microsoft Access which ran our database. If a problem could not be resolved by fact-finding/troubleshooting, walking the customer through the resolution or a dial-in through Pc anywhere or Ultra VNC then an engineer would fix the problem on-site. This was an inbound role although some face-face was involved. Since leaving Software Solutions I have been focused on my COMPTIA+ course and have recently passed the mock examination and I am awaiting an invite from Computeach to sit the practical exam at the Computeach HQ in Dudley.