**John Ridpath**

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**Profile**

An adaptable, conscientious, enthusiastic, and self-motivated individual with exposure to a wide range of areas. Possessing excellent communication skills combined with the ability to relate well to people at all levels. Committed and trustworthy with excellent problem-solving skills, work ethics and ability to maintain a positive attitude at all times.

**Employment History**

**Flexera Software** Senior Technical Support Engineer August 2019 – Current

* Support Cloud Management which is bespoke software that allows customers to manage their servers/instances for AWS, Azure, Google etc. in one place.
* Research, diagnose, reproduce, and log reported defects, working with engineering and other
* support team members to provide time-sensitive resolutions.
* Respond to customers experiencing technical issues via phone and e-mail in a timely, courteous
* and professional manner within agreed SLAs.
* Understand, document, and explain application functionality to customers.
* Advocate on the customer&#39;s behalf, guiding support tickets through escalation process and take
* ownership of escalated issues and work with key stake holder until resolution.
* Help identify and track application bugs and enhancement requests.

**Epicor Software** Senior Application Support Analyst January 2015 – August 2019

* Support all aspects of Epicor’s e-commerce solution which is a Magento extension.
* Support hosted customer’s server environments which are Linux servers (Ubuntu), Nginx, PHP, MySQL.
* Upgrade and patch Magento/ECC when needed.
* Work with developers to diagnose and test bugs and fixes for the bugs.
* Have daily calls with staff in KL to go other calls and pass on knowledge.
* Train new starter in the Warrington office.
* Have daily calls with American professional services to go over any questions with current projects they have and advise them on best practice or how to configure the software.

**Making Space** IT Systems Administrator December 2013 to January 2015

* Support head office staff in a Citrix environment (XenApp).
* Support various care homes remotely using Bomgar across the country with PC/laptop, printers, networking, software installs.
* Install new virus software (Sophos) on all company devices and configure on servers adhering to best practices.
* Setup, manage and procure mobile phones keeping a record of all users and devices.

**Ralawise Limited** IT Support Analyst August 2012 – September 2013

*Responsibilities*

* Setup new laptops, PC’s, software, IP telephony, users, printers, mobile phones (Blackberry, iPhones), tablets and networking (DHCP,static IP and patching).
* Manage and prioritise all requests made to IT support desk.
* Support: Windows XP, 7 and 8 laptops and desktops, Micrososft server 2003, 2008 and 2012, Sage, Sales Logix, Orbis, SQL, Servers, Networking, Active directory.
* Train new starters.

**KBF Enterprises** IT & Web Administrator August 2011 – July 2012

*Responsibilities*

* To troubleshoot all IT systems, infrastructure and technology issues which include server (SBS 2008), laptops, networking, IP telephony, ecommerce (website built using Magento), printers, software (Microsoft Office) and all other technology.
* Setup new laptops, install software, administrate user accounts and email accounts using SBS 2000, Active Directory and Exchange 2007.
* Work with hosting provider, Magento support and developers to help maintain the website and solve any bugs whilst keeping relevant people updated at all times.
* Research and implement new ecommerce marketing avenues (affiliate scheme, Google shopping etc.) plus any new software/technology.

*Achievements*

* Successfully helped to move over to a new website platform on Magento by adding and updating all products and website pages.
* Researched and successfully installed new extensions (data feed and report export) for Magento platform.
* Edited all email templates for the new website to a set specification.
* Setup affiliate tracking code on to website and created data feed for the affiliate program (Affiliate Windows)
* Created a Google shopping data feed successfully with no prior knowledge by researching and troubleshooting

**DWP (Department for Work and Pensions)** Corporate IT apprentice July 2010 – June 2011

Various roles – CIT Innovation, FLSM (Front Line Service Manager), Change, release, config and tooling:

*Responsibilities*

* Front line support for North West region 2 via shared mailbox, telephone and in person.
* Troubleshooting hardware and software across multiple sites which include Pension Call Centre, Job Centre Plus and Corporate IT building.
* Desk moves and setup of laptops, desktops and peripherals.
* Receive, analyse, edit and summarise daily audit reports.
* Administrate a cross government innovation webpage community.
* Advise web community users on new fixes for bugs and defects.
* Pro-actively update and chase information for help and support website.
* Email weekly newsletter to inform, encourage and inspire users of the innovation webpage.

*Achievements*

* Consistently prioritised and organised work load with NVQ work to meet all deadlines.
* Responded flexibly and positively to changing job roles and situations.
* Within a small team of three researched, evaluated options, planned and presented a project to a panel of four people.
* Accurately with attention to detail kept logs off all IT support situations for stats and to help solve future situations faster.
* Using online courses brought my Microsoft Excel, Word, Outlook and PowerPoint skills up to an intermediate level.
* Consistently analysed IT support situations and came up with solutions in a timely and effective manner.

**DHL** Operation Administrator/Operation Support: October 2006 – July 2010

DHL is a large distribution centre for Iceland stores.

*Responsibilities*

* Processing orders through a system called Dallas.
* Stock counting, checking (dates, pack size, barcode, quantity), investigations and replenishments.
* Liaising with suppliers and stores via telephone.
* Inputting accurate pick scores into Excel.
* Goods in, checking PODs (Purchase Order Documents) and data entering onto system.
* Motivating and managing the chamber when front line manager doing other tasks.

*Achievements*

* There was a system upgrade which I learnt first and then trained the rest of the administration staff and managers on my shift.
* Always kept other departments up to date both verbally and written via telephone, emails or in person.
* Always worked with my own initiative by acting on stock issues I noticed without being prompted.
* Supported other team members by helping in very busy periods of time.
* Effectively motivated pickers when issuing pick orders to reach shift KPIs.
* Always worked with enthusiasm to make things happen and to achieve goals.
* Worked with a level headed approach and always with determination to carry on with tasks regardless of barriers put up.

**BTR (UK)** Process Operative September 2002 - September 2006

BTR (UK) is a small asset management company

*Responsibilities*

* Data entry (make, model, serial number, asset tag) from clients IT equipment into a system called NaVision.
* Test and grade equipment.
* Data wipe any PCs and data bearing equipment.
* Write down specification of any PCs (speed of processor and type, size of ram and hard drive) this would be done through a program called PC check or Blancco.
* Manual spec PC if above method does not work by taking them apart and checking components.
* Troubleshoot, upgrade and fix any faulty equipment so they can resell the IT equipment.
* Any warehouse tasks which included – goods in, stacking equipment onto pallets, wrapping, sorting recyclable waste into types and any other jobs necessary.

*Achievements*

* I gained security Clearance to BC (E) level by the Home Office to work on their IT equipment because we were handling sensitive data.
* Successfully came up with new processes to improve the team’s level of performance as well as making it more accurate.
* Trained new staff

**Qualifications**

* Cardinal Newman Catholic High School September 1996 - June 2001
* GCSE grades achieved:
  + Math’s [B], English Literature [C], English Language [C], Geography [C], French [C],
  + Science: Double Award [CC], IT [D], Art [D], RE [E]
* Warrington Collegiate January 2003 – June 2003
  + Two units in PC servicing, troubleshooting and upgrading.
* Through role with DWP
* **NVQ level 2 for IT Practitioners Units**: word processing software, presentation software, health and safety in ICT and contact centres, security of ICT systems, customer care, develop personal and organisational effectiveness, user profile administration, and working with ICT hardware and equipment.
* **Certificate for intermediate level apprenticeship for IT and telecoms** professionals in the business and information technology sector.
* **Technical Certificate (BTEC level 2), Key Skills Communication and Application of Number.**