**James Allatt**

**Address: 15 Heaton Street, Rhodes, Middleton M24 4RT**

**Date of birth: 3rd May 1984**

**Mob No: 07786018402**

**E-Mail Address: jamesallatt@outlook.com**

***Most recent position***

**2nd/3rd Line Help Desk & Projects Manager.** January 2019 to October 2019

**Toltec Systems**, Adamson House, Towers Business Park, Wilmslow Rd, Manchester M20 2YY

* Managed various server installations, customer projects and sales opportunities.
* Setup and implemented network monitoring solution for all Toltec customers.
* Manage and support servers and pc’s that use VM Ware.
* Project managed, Installed and trained staff on new systems.
* Ran a project to install and train customers using EFiler.
* Testing and setting up new systems and software for customers.
* Setup and manage backup monitoring system for Toltec.
* Monitoring server alerts and keeping servers running. Exchange, Profiles, Software, updates, Anti Virus.
* Setting up new users within Active Directory, Exchange & Office365.
* Using Remote Desktop Manager, VPN & Team Viewer to remote access onto customers Servers and workstations.
* Support and manage Citrix remote users and servers.
* Remote support for all Toltec customers for various software venders.
* Managing and Maintaining windows servers: Setting up network drives, Logon Scrips, Group policy objects, scanners, Printers, software and pc’s on a customer’s domain.
* Configuring Routers and firewall systems.
* Working on Cisco routers and firewalls.
* Administration of customers domains and website.

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***Previous Employment***

**2nd/3rd Line Help Desk.** December 2017 to Jan 2019

**Awareness Software**, Unit 5 Rhino Court Station View, Stockport SK7 5ER

* Monitoring server alerts and keeping servers running. Exchange, Profiles, Software, updates, Anti Virus.
* Setting up new users within Active Directory, Exchange & Office365.
* Using Remote Desktop Manager, VPN & Team Viewer to remote access onto customers Servers and workstations.
* Maintaining and changing customer’s SharePoint portals in Office 365.
* Maintaining and updating customers office 365 portals.
* Remote support for all Awareness Software customers for various software venders.
* Managing and Maintaining windows servers: Setting up network drives, Logon Scrips, Group policy objects, scanners, Printers, software and pc’s on a customer’s domain.
* Monitoring customer backup using veem.
* Configuring Routers and firewall systems.
* Working on Cisco routers and firewalls.
* Working with the internal development team in implementing a better monitoring and knowledge base system for Awareness software.
* Administration for Gamma phone & internet systems.
* Administration of customers domains.

**2nd/3rd Line Help Desk.** August 2009 to December 2017.

**Mango13**, James Anthony House, 1 Lyons Road, Trafford Park, Manchester, M17 1RN

* Logging calls into a call database via e-mails and phone calls.
* Setting up new users within Active Directory and Exchange SBS and Enterprise servers.
* Using Remote Desktop, VPN & MSP Anywhere to remote access onto customers Servers and workstations.
* Setting up and maintaining customer’s backup systems running Veritas Backup Exec, Acronis and Microsoft Backup.
* Setting up and maintaining various server types and software including Exchange/365, Hyper-V, SharePoint, WSUS, Active Directory Symantec Anti-Virus, Symantec Mail Security and more.
* Remote support for all Mango13 customers on various software packages including Auto Desk, EFiler,
* Managing and Maintaining windows servers: Setting up network drives, Logon Scrips, Group policy objects, scanners, Printers, software and pc’s on a customer’s domain.
* Configuring Routers and firewall systems.
* Configuring and maintaining server checks and alerts for various software and hardware.
* Speaking to various software and hardware support teams to fix hardware and software issues on site. (Dell, HP, Symantec, Microsoft, Spector, AutoDesk, Sage)
* Testing and recovering new hardware like Continuum, Remote Software, VM PC/Servers.

**1st/2nd Line Shared Help Desk** August 2008 to August 2009.

**Calyx**, the Pavilion, Towers Business Park, Wilmslow Road, Manchester, M20 2LS

* Speaking to Microsoft, Symantec and other software company’s regarding software problems.
* Using VNC, VPN and a Virtual PC to remote access onto customers Servers and PC to check backups, antivirus, anti spam and event logs.
* Training and assisting new members of staff in the office and on-site to diagnose and fix workstation and server problems.
* Setting up and maintaining users in Active Directory and Exchange.
* Remotely repairing user pc’s and servers on Virtual PC’s, VNC and Remote Desktop.
* Logging calls into two call databases from e-mails and phone calls.
* Arranging dates & times for the engineer to go out and look at computer problems.
* Configuring and maintain routers and firewalls.
* Checking and maintain company’s backups.

**1st Line Save the Children Help Desk** July 2008 to August 2008.

**Calyx**, the Pavilion, Towers Business Park, Wilmslow Road, Manchester, M20 2LS

* Logging calls into a call database from e-mails and phone calls.
* Setting up new users with in Active Directory and Exchange.
* Speaking to Microsoft, Symantec and other software company’s about software problems.
* Using VNC and VPN to remote access onto customers Servers and PC to check backups ect.

**1st/2nd IT Help Desk** January 2005 to June 2008.

**Image Development Technology**, Suite 6B, Windsor court, Salford, M5 4PT

* 3 years experience in First, Second & Third line support, remotely repairing and fault finding on clients pc’s and servers.
* Logging calls into a call database from e-mails and phone calls.
* Speaking to Microsoft, Symantec and other software company’s about software problems.
* Speaking to Dell, HP and other hardware companies to fix hardware problems with workstations and servers.
* Using VNC and VPN to remote access onto customers Servers and PC to check backups, event logs, antivirus, anti spam systems and general maintenance of windows servers and workstations.
* Working alongside the project Management team to solve Server and PC problems.
* Arranging dates & times for the engineer to go out and look at computer problems.
* Setting up and maintaining new users with in Active Directory and Exchange.

***Personal Profile & Skills***

As well as my working for Toltec Systems I also run Manchester’s biggest Inline Hockey Team Salford Lions. With Lions I am trying to grow inline hockey over the North West.

I run the following sessions on a weeknight and over the weekends, Toddler, Junior, Girls Senior and beginners Session.

The tasks I carry out for the club are building and maintaining the club’s website and social sites.

I also organise and plan the training sessions we have as well as promote the club and organise league and friendly games.

I am also a member of Manchester Roller Sports which help promote roller sports in the North West.

I also like to keep up to date at home with technology and try new technologies and systems from media centres (Kodi) to advancing my skills with Hyper V servers/pc’s.

***Main Qualifications***

***City & Guilds National Vocational Qualification - Bury College***

NVQ Level 2:

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| * IT Services-Repair Centre. * Contribute to the organisation’s ability to support customers. | Q1053332  U1053279 |
| * Identify Technical problems with IT systems components. | U1053282 |
| * Implement modifications to IT systems. | U1053283 |
| * Identify and implement remedial solutions for hardware components and sub-assemblies. | U1053292 |
| * Dismantle and assemble hardware. | U1053293 |
| * Test Hardware components and sub-assemblies. | U1053294 |
| * Ensure your own actions reduce the risk to health and safety. | U1050647 |
| *Other Qualifications* ***City & Guilds National Vocational Qualification - Bury College***  NVQ Level 2 IT Services-Repair Centre.    ***OCR Certification – Bury College***  Oxford Cambridge RSA (OCR) Certificates/Diplomas in Information Technology.  Word Processing, Database, Spreadsheets and Power Point presentations CIT101  ***J.S.L.A – Siddal Moor Sports College***  Junior Sports Leader Award British Sports Trust. CCPR.  ***GCSE***  Systems and Control Technology, English Language, English Literature, Science, Geography, Mathematics, French and Religious Education.  ***References***  Available on request |  |