 **Kiefer Flanagan** 

Manchester M15 4HS

07934897766

[Kiefer.f@hotmail.com](mailto:kiefer.f@hotmail.com)

**Profile**

I am an enthusiastic and committed IT professional with strong technical and customer service skills, high attention to detail and an analytical mind.

I can liaise confidently and professionally with people at all levels, maintaining outstanding customer service skills whilst working in a pressured environment. I have advanced technical IT skills with experience including:-

Software, Hardware, VoIP Telephony, Technical, ITIL, Networking, Infrastructure, Security, Management, Decision Making, Communicating, Adapting and more.

I have excellent communication skills and am highly motivated to expand my personal career development.

**Employment History**

**Bupa**

**2nd line Technical Support consultant August 2019 until present – Contract**

* SCCM trouble shoot – deploying applications – software centre
* Intune – admin of machine and devices
* Azure admin - multiple domains and forest
* App-V Gui – deploying software and packages
* Windows 7 upgrade to Windows 10
* MFA / Multi-Factor Authentication + RSA tokens
* Exchange 365 & office 365
* Desktop and laptop hardware configurations
* Active Directory, Citrix + director support and administration
* Microsoft Server support experience
* Tech bar – face to face with clients walking up with issues
* McFee and Zscaler troubleshooting
* root cause analysis – ensuring issues permanent fixed and not work arounds

**Robert Walters**

**2nd line onsite engineer July 2019 until August 2019 – Contract**

* Citrix
* office 365
* thin client
* IP telephony support
* centralised print on demand support

**Guinness Partnership 3rd May 2019 – until 21st June 2019**

**IT Technician - contract**

* Providing 2nd Line support to 4000+ employees via Face to Face, emails, online portal and telephone
* Citrix, Director, Skype, GoTo Assist/Logme in, VNC, Mobile pass/safenet, AirWatch, Office 365, AD, Exchange Enterprise 365, Appsense & Topdesk for tickets

**Unisys (for Omnicom - Manchester) September 2018 to April 2019**

**2nd line Hybrid Support Engineer – Mac and Windows - contract**

* Providing on-site support to different client businesses, across three sites, providing 1st & 2nd Line support to 300+ employees
* Sole IT Engineer for these sites/businesses, independently managing my workload and setting appropriate priorities within the Omnicom SLA
* Install/Refresh - On site installs using current deployment tools (SCCM, LANDesk, etc.)
* Support and troubleshooting for both software and hardware on both laptops and desktops
* Problem analysis and solving, Effective communication (both written and verbal), Working effectively under pressure.
* “Can Do” attitude with all tasks and regularly ‘Going the Extra Mile’
* Technology (Windows – 70%, Mac – 30%)
* Hardware Responsibilities - PCs and laptops, both Mac and Windows, desk phones, mobile phones, tablets, iMacs, printers, Networking
* Software responsibilities - AD, Exchange, Office 365, Sophos, Bitlocker, Citrix, VPN, RSA tokens, Windows 7, Windows 10, Mac OS High Sierra

**AppLearn - Manchester September 2017 – May 2018**

**IT Support Specialist - contract**

* ‘Sole face of IT’ - the ‘Go to IT guy’, -. Providing one-stop service support solutions and resolutions.
* Installing, configuring, deploying, supporting and troubleshooting Windows 7, 10, Microsoft Office, Azure & Macs
* Rebuilds of workstations, including being very hands on
* Administration of Office 365, Exchange, Active Directory users, Google apps suite and computers
* Resolving a variety of server, desktop and networking issues
* Providing Desktop/Laptop hardware maintenance and support

**Marketing Lounge Partnership - Knutsford**  **July 2017** **- Sept 2017 –contract**

**IT Support Engineer**

* Managing and maintaning Mitel phone systems and configration
* Deployment of applications, software, patches & upgrades
* Domain, Active Directory and Office 365 administration

**OryxAlign**  - **April 2017 - July 2017 - contract**

**IT Support Engineer** – London and Manchester offices

* Computer and laptop builds
* Onsite visits to client sites and fixing issues
* Trouble shooting and fixing issues that include: printer, broadband, office, MAC, Domain, Thin Client
* Configuration of phones, mobiles, Surface Pros, Tablets, Laptops and scanners
* VoIP Telephony Systems
* Network Support – adding phones and internet connections through activating ports

**Freshfields Bruckhaus Deringer - Manchester October 2016 – April 2017**

**IT Support** - 1st & 2nd Line Support – Global Centre (Europe)

* Responsible for supporting 12,000 users worldwide dealing with many technical issues each day
* Supporting remote working, VPN, RSA Tokens Admin, Terminal Server, Citrix and Pulse

**Sodexo – (Media City) February 2015 - October 2016**

**IT Technical Support**  **– Media City, Salford**

* Providing 1st and 2nd line support for desktop, laptop and mobile users
* Responsible for supporting circa 30,000 users dealing with over 20 technical issues a day
* Encrypting laptops to the Disk protect / Becrypt OU by Active Directory or PowerShell script & Device recovery
* Remote desktop support via VNC connections / Hyper-V / VMWare, VPN, Citrix & remote desktop
* Managing group policies and rules in Active Directly, Computer Management and Regedit
* ITIL knowledge and experience

**Education and Qualifications**

220-701 CompTIA A+ **July 2017 – September 2018**

* Fundamentals of computer technology, repair and networking
* Installation and configuration of PCs, laptops and related hardware
* Configurations for the mobile OS's Android and Apple iOS.
* 70-685 Windows Desktop Support

**Microsoft Office Specialist and Internet and Computing Core Certification (at QA Training)** **March 2015 - June 2016**

* MCSA Windows Networking Fundamentals – June 2016
* MCSA Microsoft OS Fundamentals - January 2016
* MCSA Windows Server Administration Fundamentals - Sept 2015
* MCSA Windows Security Fundamentals - Dec 2015

**City & Guilds NVQ Level 3 Diploma in IT Systems & Principles and IT Professional Competence June 2016**

**Duke of Edinburgh Bronze and Silver Awards** **2013**

**St. Chad’s Catholic High School, Cheshire. 2002 - 2007**

10 x GCSE Grades A to C - including ICT Double A, Math’s B, English Double C, Science Double C

**Hobbies and Interests**

* Going to the gym, keeping fit, running and swimming
* Self-study and learning
* Computer and gaming enthusiast