Wayne Edwards

# EMPLOYMENT

# HistoRY

**January 2013 – June 2016**

**& February 2017 – Present**  IT Servicedesk Team Leader – The Guinness Partnership

* Supervision of 9 staff on a 1st line I.T. ServiceDesk supporting 3000 staff across 200 offices. This utilises a Citrix environment or working via Wyse terminals, or locally via Dell and HP Laptops, tablets and smartphones on both iOS and android.
* Support and development for team members in respect of performance management; including one to ones, coaching and knowledge management. shift scheduling and rota management. I act as an escalation point for complaints and service level breaches. Generating and presenting reporting data for the company’s executive team; using the aforementioned data to carry out trend analysis and initiate problem management.
* Service operation actions such as ticket queue management, major incident handling, investigation and event management. Undertaking Work quality assessments. Assessing and assisting with asset recovery activities.
* Delivery of team meetings and training sessions relating to newly transitioned products and services for both customers and helpdesk staff.
* Co-ordination of communication with the business relating to both scheduled maintenance and unscheduled outages using both email and Microsoft SharePoint and Airwatch notifications.
* Project support; including configuration of new systems with the assistance of the new supplier, documentation and training for new systems. Assisting with service transition, Cutover processes and user adoption activities. Most recently implementing Skype based telephony for the majority of the business in conjunction with Anywhere 365 for contact centres.
* Providing telephone and face to face support, Running day to day incident management and request fulfilment using Active Directory/MS Exchange, Xen App 7 and 6.5 Consoles/Airwatch MDM, SafeNet and Citrix Netscaler Gateway. We currently support approximately 280 pieces of software

**November 2016 –** **ServiceDesk Manager** – Verastar Limited

**February 2017** + Management of 4 Staff on the service desk ensuring that received tickets are dealt with effectively and efficiently, within service level, and provide the highest levels of customer Service.

+ Responsible for the day to day coaching, supervision and mentoring of the service desk team. I also manage the team in relation to objective setting and performance management

+ Documentation of processes to bring the company in line with ITIL functions and disciplines.

+ Generation and analysis of management information relating to Service

Desk performance.

+ Oversight of departmental project work for the servicedesk team.

+ Management of communications with the business relating to both scheduled and unscheduled outages

**August 2016 -**

**November 2016 IT Technician** – Senior Aerospace BWT

+ Customer service delivery both over the phone and face to face;

Carrying out both hardware and Software maintenance, troubleshooting and problem solving on desktop PC’s, laptops printers and peripheral devices.

+ Initial assembly and configuration of desktop PC’s and laptops.

+ Training delivery to factory workforce on IT services, products and features

+ Assisting with the collection of customer satisfaction and performance metrics from Spiceworks helpdesk tool.

**June 2016 – August 2016** **Contract Work** – Various Organizations

**June 2016** **IT Technician** – The Aps Group

+ Machine hardware and software building (Windows and Apple Mac)

+ Printer installation and maintenance

+ Documentation of build and new starter creation processes

+ Incident management and request fulfilment

+ Office 365 license maintenance and installs

**July 2007 – January 2013** 1st Line Senior analyst – Balfour Beatty Group Services

* Co-ordinated 4 staff on a 1st line Servicedesk providing support within a windows environment for both large and medium sized offices.
* Responsible for incident management and request fulfillment across office in the Middle East, Africa and Europe. I provided support for Microsoft Windows 7 and Windows Vista laptops and desktops.
* Provided cover for the second line support team when required in the building and imaging of hardware, printer installations, software installations backup maintenance.
* Design of operational processes and rotas. Training of new software products and releases
* IT applications used: Microsoft Active Directory, Microsoft Office 2007 Suite, Oracle R12, Microsoft Windows Vista, Microsoft Windows XP, Microsoft Exchange 2010, Microsoft SharePoint, Microsoft Lync, Blackberry Enterprise Server, Dameware, SCCM, Microsoft Server 2003, Microsoft Server 2008 R2, Microsoft Visio, Remedy, Service Now, Solarwinds Network Monitor, McAfee Anti-Virus

**April 2006 – July 2007** 1st/2nd Line Helpdesk Analyst – Elior UK Services

* Provided phone and face to face end user support for 500 small catering sites and 3 main offices.
* Supplied desktop and laptop support for Windows XP using Microsoft exchange 2003, Microsoft server 2003, and active directory.
* Supported the installation of replacement desktop parts in desktops/laptops returned from small sites. Supplied product support and incident management for key business applications via software vendors/second life support.
* Established new sites and configured those sites for basic router monitoring and RDP support.
* IT Applications Used: Microsoft Active Directory, Microsoft Office 2003 Suite, Microsoft Windows XP, Microsoft Exchange 2003, Microsoft Server 2003, Microsoft Project, Symantec Antivirus

# EDUCATION

**2013** BRITISH COMPUTER SOCIETY – ITIL Operational support and analysis

**2009** BRITISH COMPUTER SOCIETY – ITIL Version 3 Foundation

**2005** BRITISH COMPUTER SOCIETY – ITIL Version 2 Foundation

**1998** The UNIVERSITY OF HUDDERSFIELD – BA (Hons) History

**1995** XAVERIAN COLLEGE – A Level Sociology, History, General Studies

**1992** St THOMAS AQUINAS RC HIGH SCHOOL –GCSE English Language, English

Literature, Maths, Religion, French, German, History, Business Studies and Biology

# Other

Hobbies include:

PC & Console Gaming

Desktop PC Building and Repair

Poker (small tournaments)

Reading/Audiobooks

Gym Visits/Football

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