**Darren O’Regan**

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**Profile**

Adaptable, responsible and respected IT Customer Support Engineer with 10 years’ + experience. I believe that there is always room for self-improvement both personally and professionally and am therefore seeking an opportunity to further my strong interest in the maintenance/security of the infrastructure and systems which I have worked with throughout my career to date.

I successfully combine the daily responsibilities of my job with other commitments showing myself to be self-motivated, organised and capable of working under pressure. I have a clear, logical mind with a practical approach to problem solving and a drive to see things through to completion. I enjoy both working on my own initiative and as part of a team. In short, I am reliable, trustworthy, hardworking and eager to learn and have a genuine interest in furthering my career by embarking on a role within IT security. I’m currently studying for my CompTIA Security+ Cert with ITonlinelearning which I started on May 1st .

**Education:**

ITOnlineLearning , Suite 7, The Oast, Sittingbourne, Kent, ME10 4HE.

May 1st 2019 - Present CompTIA Security+ Certificate.

WATERFORD INSTITUE OF TECHNOLOGY (WIT), Waterford City, County Waterford, Ireland. **2004-2005**- Bachelor of Science (BSc) in Commercial Computing.

* Merit 2.

WATERFORD INSTITUE OF TECHNOLOGY (WIT), Waterford City, County Waterford, Ireland. **2000-2003**- Higher Certificate in Commercial Computing.

* Pass.

St. Paul’s Community College, Waterford City, County Waterford, Ireland. **2000**- Leaving Certificate.

* Five Honours and two Passes.

**Work Experience:**

**2nd July 2018- Present**

**GWR Swindon, Milford House, 1 Milford Street, Swindon, SN1 1DW**

**IT Support**

* Preparing laptops for internal users to be deployed on site.
* Setting up laptops with Symantec endpoint protection antivirus
* Encrypting windows 7 laptop hard drives with Symantec encryption desktop a security measure for the theft or unauthorized access to user’s data.
* Putting in security measures when building laptops such as disabling all USB ports on all devices and advising users they can only use encrypted USB sticks (integral AES 256 bit encryption) USB sticks authorized by IT management.
* Setting up user accounts with passwords confirming to security standards.
* Showing users how to use MFA (Multi factor authentication) and pulse secure when logging into the GWR VPN ensuring no unauthorized use of company or user data a security measure implemented by the IT security team within GWR.
* Using SCCM for updating all devices with the latest security patches from Microsoft
* Using SCCM for remote access to user devices.
* Updating the IT Asset database located on SharePoint tracking all IT Assets
* Documenting all IT support tickets logged on our IT ticketing system RailTracks.
* Unlocking user’s laptops with WDRT code provided by logging onto the Symantec encryption management server.
* Logging onto the SEP01 Admin portal removing assets from the database when users have left the organisation and monitoring laptops ensuring antivirus is functioning correctly.
* Rolling out Windows 10 laptops and desktops ensuring all devices have been equipped with BitLocker encryption and Symantec antivirus.
* Providing 2nd line support for internal employees.
* Creating user accounts in Active directoryand Novell.
* Dealing with repairs to Laptops and Desktops.
* Using PowerShell scripts to build windows 7 laptops.
* Setting up office 365 accounts
* Troubleshooting software not functioning correctly in ZENworks.
* Dealing with all stakeholders within the organization, IT project managers, end users, IT management etc.
* Maintaining and confirming to data protection act at all times when dealing with confidential information within the organization.
* Learning about how networks works within the organization and using switches to run multiple devices and replacing old networks cables with new ones.
* Adhering to ITIL processes.

**October 19th -June 13th 2018**

**HCL technologies Churchfield Cork Ireland.**

**Technical support**

* Providing technical support to Eir broadband and fixed line customers.
* Troubleshooting fibre and DSL broadband for business and residential customers.
* Logging line and broadband faults on the Eircom gateway.
* Using the knowledge base Phoenix for solutions to getting the customer back up and running to the best of my ability.
* Setting up pop Eircom email accounts on pcs and customers mobile phones.
* Providing technical and customer service experience to help customers with their problems when getting online.
* Using multiple systems when troubleshooting customers’ issues and problem solving techniques.

**December 12th-July 4th 2017**

**Adapt IT, Nore House, Riverview Business Park, Blackrock, Riverview, Cork.**

**IT Repairs Technician**

* Prepping laptops, desktops and Posiflex tills to be sent out to different client sites.
* Creating VPNs and connecting laptops and desktops to their domains and setting up user profiles giving them access to shared folders and printers on their work network.
* Installing office 365 and dell office and business on each machine and creating new users using their admin account.
* Setting up customers work email on their machines outlook etc.
* Installing ram and hard drives into both laptops and desktops.
* Rebuilding laptops and desktops and reinstalling windows operating systems, windows XP, windows 7 and windows 10 and using Belarc Advisor to get system profile of each machine.
* Applying MSP Anywhere to each machine for providing remote access support.
* Applying BitLocker to each laptop to be sent out to client sites for security purposes.
* Applying windows updates and installing ESET antivirus from the Adapt server.
* Fixing desktops and laptops and ruling out motherboard issues.
* Testing different types of printers in the stock room to be sent out on site, Epson receipt printers HP laser jet printers etc.
* Cloning hard drives and creating images of hard drives using Macrium Reflect.
* Taking note of stock in the ticketing system using NetHelpDesk.
* Going to different client sites and helping with desk moves and setting them up on docking stations.
* Contacting Dell and Microsoft for issues when motherboards need to be replaced on faulty machines under warranty.

**October 7th – December 7th 2016**

**Abtran, Curraheen Rd, Bishopstown, Co. Cork**

**Sky Sales Advisor**

* Providing outbound calls to all Sky customers who are downgrading their package with Sky and using sales techniques and customer service experience to try to win back their custom by offering Sky products at a reduced price.
* Using VMware software to log on to Sky’s call script and dialler using operating systems Windows 2000 and Windows 7 to get onto Sky’s Intranet.
* Applying good sales techniques during telephone calls to reach daily sales targets assigned by Abtran.
* Learning and keeping up to date with Sky’s latest offers and products and using this knowledge to educate Sky customers to retain their custom.

**March 17th-June 6th 2016**

**Simple iD, 111 Piccadilly, Manchester, M1 2HY**

**Level 1 Support Technician**

*Main Duties:*

* Providing remote support for UBT Blackberry customers.
* Reloading customers blackberry software remotely
* Logging onto the windows server 2008 R2 and Active Directory to change users profiles
* Remotely accessing customer’s personal computers to edit and update settings in Microsoft Outlook.
* Knowledge of virtual servers such as Hearts and Your Hosted exchange email servers.
* Knowledge of Zippy email accounts, navigating Zippy email servers and updating customer’s profiles.
* Proficient in using LogMeIn (remote sessions).
* Proficient in using Microsoft Office 365.
* Proficient in setting up POP accounts and Exchange email accounts in Microsoft outlook and on blackberry devices
* Proficient in managing the Blackberry Enterprise Server BES12.
* Proficient in using all Microsoft operating systems including Windows 10.

**Jan 2015-August 2015**

**Fine Web Designs, Dublin, Ireland.**

**Work experience, Basic web design,**

*Main Duties:*

* Helping with designing websites for customers using WordPress and Photoshop editing.
* Learning about the aesthetics of a website and how this important part of web design can capture and retains the user’s attention.
* Learning how to use WordPress and front page with designing of websites and gaining experience to insert font pictures and graphics to your website.

**Sept 2007 – Dec 2011**

**Rigney Dolphin, Waterford City, County Waterford, Ireland.**

**Technical Support**

*Main Duties:*

* Working in a busy team, sometimes under pressure. Providing a quality service to customers.
* Providing assistance-initiating broadband for Vodafone and Perlico (small fixed line phone and broadband services reseller) customers.
* Supporting delivery of Digital Subscriber Line (DSL) broadband.
* Managing telephone queries regarding wired and wireless modem.
* Supporting customers to set up Wi-Fi adapters to configure their wired and wireless modems.
* Offering customer’s assistance in setting up their email accounts such as Microsoft Outlook, Windows Mail, Mozilla Thunderbird and Mac Mail- configuration of server settings.
* Supporting and configuring all operating systems to comply with Vodafone and Perlico DSL broadband.
* Logging broadband and telephone faults and following up on call-backs and escalations using Eircom gateway systems.

**Skills**

* BlackBerry Device Mobile Management
* OneDrive for data loss prevention
* Office 365- cloud email and platform
* Symantec Encryption
* Knowledge of SCCM
* Encryption methods and technologies.
* Knowledge of malware and antivirus technologies
* Awareness and understanding Cybertheft such as CryptoLocker Ransomware etc.
* Basic understanding of networks and firewalls
* Knowledge of switches
* Basic Oracle and SQL;
* Java and Java Script;
* Hyper Text Mark-up Language (HTML);
* C++(general-purpose programming language);
* WordPress;
* Hypertext Pre-processor (PHP);
* Active Directory;
* LogMeIn.

**Hobbies & Interests**

* Keeping fit- attending the gym, football, swimming and skiing- I believe a healthy body is the key to a focused mind in today’s hectic society. This requires a high level of dedication and motivation.
* Travel- I aim to get the most out of life and enjoy the thrill of travelling to different countries.

**References**

References are available upon request.

**Additional Personal Information**

* **Date of Birth:** 23.10.1982
* **Nationality:** Irish
* **Status:** Single