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**Bryan James Quinn**

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| **PERSONAL PROFILE** |

I am a conscientious IT professional with excellent planning and organisational skills. I am self-motivated and take a pro-active approach to the job at hand. I am a strong team player with the ability to multi-task and adapt to fast changing conditions. My roles to date have given me significant exposure to multi-tier environments and large scale project work including infrastructure changes, software roll-outs and data migrations. My main strengths are communication, an interest in new technology and methodologies, an aptitude for learning quickly and an analytical but flexible approach to problem solving.

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| **SKILL SUMMARY** |

Complete systems build, hardware and software installations and configurations (server and desktop), rollout and data migrations, system operation and support, helpdesk, training, disaster recovery, desktop design, network administration, troubleshooting, projects, supervisory and management experience.

Knowledge of LAN/WAN technologies, protocols and services including: Active Directory, TCP/IP, IPX/SPX, FTP, SNMP, SMTP, POP, WINS, DNS, DHCP, PPP, BootP, NDS, RAS, DFS,

Hardware - Compaq and Dell PowerEdge Servers, PC XT to Quad Core Desktops and Laptops (MCA, ISA, EISA, VESA, PCI and USB architecture), PDAs, IDE and SCSI drives, Docking stations, Printers (thermal, dot matrix, daisywheel, inkjet, laser), Faxes, Scanners, Modems, PCMCIA cards, NICs, Routers, Switches, Hubs, Bridges, Gateways, Thick and thin Ethernet, UTP (cat 3 – cat 6)

Operating Systems - DOS (all versions), Windows 3.1, WFW 3.11, Windows '95, Windows ‘98, Windows ME, Windows NT 3.51, Windows NT 4, Windows 2000 Professional, Windows XP, Windows Vista, Windows CE, Windows 7, Windows 8, Windows 10, Windows 2000 Server and 2000 Advanced Server, Windows Server 2003, 2008 R2, 2012 R2, Small Business Server 2003, 2008, 2011, Novell NetWare (2.x, 3.x, 4.x, 5.x), Unix, AS/400, Mac OS and OS/2.

Software Applications and Utilities - MS Office (97-2016), Office 365, MS Access, MS Project, MS FrontPage, MS Visio, MS Publisher, MS Exchange (2000-2016) MS Outlook (97-2016), cc:Mail, MS Mail, MailmaX.400, SQL Management Studio, Skype for Business, BeyondMail, Lotus Smartsuite, Lotus Notes, Ghost, Acronis, Remedy, Siebel, Peregrine, Royal Blue, Heat, ITBM, Sunrise, OTRS, ServiceNow, ArcServe, Backup Exec, Compaq Insight Manager, SmartStart, Citrix, SMS, LanExpress, NAL, Z.E.N.works, Procomm, Kermit, Laplink, PC Anywhere, VNC viewer, Terminal Services, DameWare, Net Meeting, Altiris, KiXtart, Robocopy, Quest Migration Manager, Tsizepro, Hyena, Security Explorer, Messenger, OAA, LMS, Pathworks, Reflections, Clarify, Vantive, Winscribe, Lorenzo, RDP, imPcRemote VMware, anti-virus and firewall software including SEP, Norton, McAfee, Sophos, Kaspersky, Trend and Check Point.

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| **QUALIFICATIONS AND CERTIFICATIONS** |

**Professional** **Academic**

MCP, MCP+I, MCSE, MCPS, MCPSI PGCE (Manchester Met. University)

CNA, CNE DMS (1) (Napier College, Edinburgh)

ITIL Foundation BSc Mathematics (University of Glasgow)

Former BCS Member and Microsoft Partner HNC Electrical and Electronic Engineering

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| **INTERESTS** |

Reading, writing, photography and travel

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| **REFERENCES** |

Available on request

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| **EMPLOYMENT** |

**Mar 2018 – Present** **Federal-Mogul Powertrain, Manchester**

**Project/Role – Global Site Support Engineer**

Provided technical support for customers at sites in Manchester, Essex and Coventry. Liased with managers and peers in the UK, Germany and the USA to troubleshoot network and application issues.

* Procured hardware and software through approved suppliers
* Provided support for hardware and software systems including, backups, break/fix, scheduled maintenance, upgrades and system improvements
* Used SCCM for Windows 10 PC builds, software deployment and audits for unlicensed software
* Used OTRS and Service Now customer support software
* Used Intune for corporate MDM and provided users with installation instructions
* Supported home based and remote workers (RSA, Pulse secure and Zscaler)
* Provided support for Company iPhone and Android mobiles
* Used Teamviewer, Skype for Business and Dameware for remote support
* Maintained asset management systems and updated inventory of hardware, software and maintenance records
* Maintained stock levels and asset inventory of equipment
* Organised equipment removal (Data Destruction Certificate & Asset Report)
* Carried out Network patching and troubleshooting
* Used iCare Pro to recover important data and Macrium Reflect to clone hard drives
* Used SNMPc to monitor network infrastructure and liased with Sprint Corporation and BT
* Responsible for Kaba cards for Staff, contractors and visitors
* Carried out site surveys and wrote and implemented a desktop migration process
* Carried out site assessments for local applications prior to migration to Tenneco
* Assisted with the Federal-Mogul to Tenneco migration

**Oct 2017 – Feb 2018** **Tameside Hospital NHS Foundation Trust**

**Project/Role – IT Service Desk Analyst**

Acted as a single point of contact for phone calls and emails from Tameside Hospital and NHS Trust employees regarding IT and related issues.

* Managed service requests, incidents and problems through the Service Management System (Sunrise) with adherence to ITIL processes
* Provided technical support for Microsoft applications, in-house applications and triaging software
* Used Dameware and RDP for remote software support
* Created and maintained Active Directory accounts
* Used Microsoft Exchange to create and maintain mailboxes
* Provided technical support and advice to all users of desktop services so that operational problems and queries were diagnosed and resolved as quickly as possible within SLA targets
* Prioritised and managed several open cases and mini projects at one time
* Escalated calls to the Service Desk Manager, Network and Application Support as required
* Updated records so customers and colleagues could view the latest information at any time
* Proactively kept customers informed throughout all stages of all processes by phone and email
* Actively employed, shared and contributed to the hospital's knowledge base
* Identified and helped drive forward improvements in customer satisfaction

**Mar 2017 – May 2017** **Belmonte, Stockport**

**Project/Role – IT Support Engineer**

Provided local and remote support for customers of Belmonte Business Equipment.

* Used RDP, imPcRemote and VPNs for remote support
* Monitored and supported Small Business Servers (2008-2016) and MS Exchange (2007-2016)
* Carried out System Admin including Active Directory, email administration, spam filtering and data backups.
* Supported various desktops and laptops
* Created virtual machines using VMWare
* Configured Draytek Vigor 2860 routers
* Carried out customer site and home visits when required



**May 2011 – Apr 2017**

**Project/Role – Webmaster**  **Home Based, Stockport**

Took a career break after 17 years of IT contracting to care of my late wife but kept my IT skills up to date in several areas.

* Wrote content and updated several websites that I previously built using Microsoft FrontPage and Microsoft SharePoint
* Learned many new skills in areas such as online advertising, affiliate marketing, keyword research, PPC, PPV, Google AdWords, blogging, lead generation and landing page optimization
* Created content marketing strategies to increase online traffic
* Used AdWords campaigns
* Used SEO techniques including Google Analytics and Social Media to improve website ranking
* Completed the Online Marketing Fundamentals Google qualification consisting of 23 modules
* Completed Wired and Wireless Networks and Protocols, Local Area Networks and the OSI Model and Fundamentals of Network Security
* Wrote 2 eBooks, one of which is available for the Amazon Kindle and the other self-published

Jun 2009 – Apr 2011 Manchester City Council

**Project/Role – Technical Analyst**

Improved the performance of the ICT Service in response to customers’ requests and ensured the desktop environment was ‘hardened’ to minimise the risk of security incidents.

* Provided 2nd and 3rd line support for a 9000 user client base and around 400 applications
* Used ITBM (Touchpaper) as a service management tool
* Used PS4 Citrix Management console and related tools for the Citrix environment
* Used Proxy Host and VNC for remote desktop support
* Assisted with the rollout of a Wyse terminal thin client desktop environment and used Wyse Device Manager for policy and configuration management
* Installed Kaspersky anti-virus and used Kaspersky Administration Kit with its comprehensive suite of tools to manage threat protection and produce reports
* Installed, configured and managed PGP encryption software
* Carried out various AD tasks including data and profile migration as a domain administrator
* Liaised with other departments and vendors for specialised and web based applications

Feb 2009 – Apr 2009 Tameside MBC, Ashton

**Project/Role – Installation Engineer**

Configured and installed HP desktops and laptops in various local authority locations, including schools, libraries and Tameside General Hospital.

* Used Acronis for PC builds
* Carried out remote client data transfer with VNC and Altiris software.
* Installed PCs, printers, scanners and other peripherals
* Provided hardware and software support

Oct 2008 – Jan 2009 Ioko, York

**Project/Role – Microsoft Systems Engineer**

Worked with other team members to replace the Windows NT PC estate at 11 Spire Healthcare (formerly Bupa) hospitals and several Wellness Clinics across the UK.

* Migrated user data using ‘User State Migration Tool 2.6’
* Replaced old NT machines with new XP builds
* Dell hardware was used for all desktops and multi-function servers
* Installed and configured Office, email and legacy applications
* Installed and configured Citrix clients
* Provided customer support for new installations
* Managed DHCP on several sites and carried out AD administration
* Used HP Open View to update the Configuration Management Database (CMDB)



Mar 2008 – Sep 2008 EDS/Delphi, Stroud

**Project/Role – Support Analyst**

Supported all facets of the network and telephony system for Delphi Diesel Systems in Stroud.

* Carried out PC builds, hardware and software installations and configurations
* Migrated user accounts from the Listone legacy NT4 domain to the new Europe 2000 domain
* Carried out backups and restores of user data and liaised with 3rd party outsourcing companies
* Supported 3com and Cisco switches in conjunction with CSC
* Helped resolve several LAN connectivity issues
* Used Active Directory for general administration and problem solving
* Provided information, assistance and recommendations for the expanding Delphi infrastructure
* Was responsible for the successful implementation of the browser based ADP payroll software

Sep 2007 – Nov 2007 Keoghs, Bolton

**Project/Role – Support Analyst**

Provided local and remote support of clients in Bolton, Citrix users in Coventry and home workers.

* Supported Microsoft Products and various bespoke applications
* Carried out installations, configurations and office moves
* Carried out Active Directory and Exchange 2003 Administration

Jun 2007 – Aug 2007 EDS/DWP, Blackpool

**Project/Role – Support Analyst**

Provided remote technical support during an estate wide desktop hardware/software refresh for the Department for Work and Pensions in Blackpool.

* Developed and maintained close working relationships with external customers
* Worked with DTS1 team to resolve issues with tight SLAs
* Used RDP Terminal Services, Remote Assistant and Tivoli for troubleshooting and assisting customers and on-site engineers
* Deployed software packages using SMS and Novadigm Radia
* Updated knowledgebase with resolutions and workarounds for known problems
* Advised on and implemented folder and file security permissions for sensitive customer data

Oct 2006 – Mar 2007 Siemens Business Services, UK

**Project/Role - XP Rollout Consultant**

Assisted with an XP build and deployment across a new domain in Newcastle, migrated client data at the National Assembly for Wales and rolled out XP to Siemens sites across the UK.

* Deployment software included Norton Ghost, XP/CAT client, CAD and Managesoft
* Carried out backup and restoration of clients’ personal data, Active Directory administration, software installation and application configuration
* Provided help, advice and training for the build process to team leader and rollout engineers
* Completed project in Cardiff ahead of schedule
* Provided help and technical support for clients

Jun 2006 – Sep 2006 RTS Group PLC, Manchester

**Project/Role - Senior Network Support Analyst**

Provided service desk, problem and change management support and carried out Back Office project work.

* Applied a structured approach using ITIL methodology for service support processes and integrated into Hoth, the service desk software
* Completed and documented a project to tighten up the administrative rights on the RTS domain, and resolved a number of email, application and windows operating system issues



Sep 2005 – Apr 2006 Accenture, UK

**Project/Role – UK Technical Lead**

As a virtual team member of Accenture’s Global Outsourcing and IT strategy group, provided network and desktop support for employees of Celanese in the UK

* Responded to all UK customer issues escalated by the Helpdesk in Dublin
* Provided network and desktop support for employees of Celanese in Warrington
* Suggested and implemented upgrades after problem analysis
* Escalated unresolved issues to European technical leads in Germany
* Contacted 3rd party outsourcing companies for hardware replacements
* Completed all issues within Accenture’s Service Level Agreement (SLA)

May 2005 – May 2005 Support Analyst Handleman, Warrington

**Project/Role – Support Analyst**

Provided 1st and 2nd line support for holiday cover

* Resolved issues with a new XP desktop image
* Modified and updated the re-build procedure
* Carried out a successful desktop pilot using GhostCast Server

**Dec 2004 – Feb 2005 Citi Group, Salford Quays**

**Project/Role – Desktop Support Analyst**

Provided 2nd line support

* Carried out hardware and software support of desktops, printers, PDAs and other peripherals.
* Resolved Windows 2000 and XP desktop issues including MS Office and bespoke applications,
* Carried out Active Directory administration and resolved basic LAN connectivity problems

May 2004 – Sep 2004 Northumberland Care Trust, Morpeth

**Project/Role – Team Leader**

Assisted with the infrastructure to integrate social care with primary, community and secondary health care.

* Wrote a procedure for the desktop migration process
* Carried out group policy changes, Active Directory and Exchange 2003 administration
* Migrated client data and provided support during the migration
* Assisted with desktop migrations at a number of NCC and NHS sites
* Produced a report to highlight issues that arose as a result of the migration

**Nov 2003 – Jan 2004 Siemens Business Services, Manchester**

**Project/Role – XP Rollout Engineer**

Deployed XP to desktops and laptops in Manchester, Blackpool and Durham.

* Carried out pre-migration interviews with clients
* Carried out backups of client data
* Installed software, configured applications and provided client training

Jun 2003 – Nov 2003 CSC/Bombardier, Derby

**Project/Role – Data Migration Engineer**

Helped plan and implement the migration of data from NT4 and Novell (3.12, 4.11 and 5.0) to Windows 2000 for Bombardier Transportation in Derby

* Attended a 5 day workshop in Berlin to develop the migration process
* Gathered data with MS Excel, MS Access, NetWare, Hyena and other 3rd party utilities
* Created an Access database for the migration process
* This was then integrated with a VB script to change data, users, groups and permissions,
* Carried out Novell and Windows 2000 administration during the migration



Oct 2002 – Mar 2003 Powergen, Nottingham

**Project/Role – Migration Specialist**

Provided Powergen with a new network and desktop infrastructure after review of the existing infrastructure

* Provided assistance and technical support to the project manager
* Wrote a migration overview for NT and NDS to Windows 2000
* Changed group names in both NetWare and Windows NT to the new AD group names
* Extracted user data from the existing Novell Directory Service
* Used Gateway Service for NetWare for data access to NetWare volumes
* Used KiXtart for modifying login scripts and robocopy for data migration
* Built and configured an IBM X Series 345 2-way rack-optimized server
* Assisted with the installation of the Tivoli Storage management client for Windows 2000
* SMS 2.0 used to create SMS packages for distribution
* Provided a temporary backup solution prior to a SAN implementation and WAN upgrade

Apr 2001 – July 2002 O2, Bury/Leeds

**Project/Role – BlackBerry Technical Consultant**

Provided the BlackBerry team with technical support, advice and training to a level that team members could effectively support a large number of Corporate Helpdesks, such as Goldman Sachs, BT, Citi Group, JP Morgan, Royal Bank Of Scotland, Dredsner Bank, and Merill Lynch

* Attended a BlackBerry training course at ‘Research in Motion’ in London
* Completed O2 training in GSM/GPRS, WAP, Vantive, M-Power, VMMS, and Clarify
* Liaised with RIM and helped Corporate IT Helpdesks in the UK, Germany and Holland with installation and application problems of MS Exchange, BES, and Desktop Management software
* Provided the BlackBerry team with the technical support, advice and training.
* Produced training material and gave in-house classes to the team
* Gave training in areas necessary for successful fault diagnostics of BlackBerry related issues including Active Directory, Exchange and network troubleshooting
* Created a corporate test environment that later helped resolve a major OTA problem

Aug 2000 – Feb 2001 EDS, UK

**Project/Role – Implementation Team Leader**

Assisted with the management & implementation of an NT rollout for the Employment Services in Northern England and Scotland

* Liaised with Design and Logistics to ensure accuracy of site surveys and network designs
* Agreed targets with client management and planned rollout to minimise user downtime
* Checked delivery of equipment prior to installation and documented any shortages
* Installed and configured Cisco switches and documented patching details
* Built, installed and configured Dell servers and installed ATL jukeboxes and UPSs
* Managed engineers and 3rd party contractors for desktop builds, and data migrations
* Recorded and documented equipment asset information
* Carried out formal handover to client
* Used Remedy for call logging and feedback, Legato for tape drives and EDM for downloads

Apr 1998 - Apr 2000 BT Cellnet, Leeds

**Project/Role – Senior Network and Migration Analyst**

Designed new desktop images, produced a new workflow system, carried out data migration and provided server support and administration

* Produced new WFW desktop designs to replace the existing ‘Saber’ software.
* Created different images for the different departments using Ghost software
* Removed ‘Saber’ from all desktops, applied images and implemented the new design
* Planned and implemented a rollout for the 1000 NT4 desktops in Leeds, Bradford, Alness and Thurso call centres
* Planned, implemented and documented an automated workflow system (BeyondMail)
* Integrated BeyondMail with MS Exchange to provide Y2K compliance
* Administered Exchange Server 5.5 for mail and database related tasks
* Carried out RAS implementation, memory upgrades and NT 3.51 to 4.0 software upgrades