**Robert Sellars**

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##### Personal Profile

* Very experienced IT Support Technician, able to hit the ground running and provide professional support in challenging environments.
* Confident in 1st/2nd line support face to face with customers or on a busy service desk.
* ITIL, Microsoft and Cisco Qualified
* Committed to developing my career within I.T.
* Confident and patient in challenging customer situations, both on the phone, and face to face.
* Enjoy building trust and good working relationships with the users I support.
* Excellent and current IT knowledge and ability
* Punctual, committed, with excellent communication skills
* Approachable, efficient and proactive in all situations.

##### IT Skills and Knowledge

**ITIL Certified**

**Currently studying Cisco CCNA**

**Cisco Certified CCENT**

* **640-822 ICND1 (Interconnecting Cisco Network Devices)**

**Microsoft Certified Desktop Technician (MCDST)**

* **(70-271 Supporting Users and Troubleshooting a Windows XP Operating System)**
* **(70-272 Supporting Users and Troubleshooting Desktop Applications on XP environment)**
* **(70-270 Installing, Configuring, and Administrating Microsoft Windows XP)**

**Comptia Certified A+ PC Technician**

* **A+ Essentials**
* **A+ IT Technician**

**Capabilities**

* **Experienced Service Desk Agent –** Very confident and skilful in resolving problems on extremely busy service desks.
* **Experienced On Site IT Technician –** Very experienced in providing on site cover. Being the face to face IT contact of the company..
* **O/S Roll Out Engineer –** Involved in many large projects rolling out and supporting New Windows builds.
* **Understanding of ITIL and how it is implemented within an organisation.** Recently qualified in ITIL foundations
* **Operating Systems.** Adept in using and supporting all Microsoft operating systems from Windows 95,98,2000, XP, Vista, to Windows 7, 8 and Windows 10
* **Mobile Technology.** Experienced in supporting Blackberries, Iphones and Android devices in an enterprise set up.
* **VPN.** Skilled in setting up and supporting users on various VPN technologies.
* **Servers.** Comfortable in providing basic Admin support using Microsoft Server 2003-2008
* **Microsoft Office.** Experienced in supporting Microsoft Office 2003-13.
* **Outlook/Exchange.** Very comfortable supporting users and completing admin work on Exchange
* **Lotus Notes 8.5**. Install/Repair Lotus Notes profiles. Basic troubleshooting skills such as network connectivity issues, setting up users desktops, resolving corrupt profiles.
* **Call Logging.** Comfortable, and understand importance of answering, logging and resolving calls as quickly as possible. Aim to take ownership of call from start to finish.
* **Escalation.** Understand when escalation of any situation is needed.
* **Remote Assistance.** Practised in using a number of remote software packages. (**VNC, Remotely Anywhere, Remote Desktop, Citrix**)
* **Hardware.** Ability to build computers from components, install software and operating systems through imaging or from scratch, and deliver to the customer
* **Active Directory.** Experienced in user and group management to manage users and devices in AD.
* **Backups.** Use Symantec backup and CPS to back up and restore data.
* **LAN Support**. Qualified in configuring and maintaining computers in a networked environment
* Understanding of network services and how to implement them
* Ability to implement different topologies as well as setting up domains and Workgroups

**I strive for continued personal development of a wide knowledge base within the professional IT sector.**

##### Work History

**Handelsbanken Plc (March 2018 – Present)**

* Infrastructure,Comms/Desktop Support Technician for 300+ Bank Staff at a new premises in the city centre.
* I have enjoyed playing a central role in the company’s largest ever UK relocation project which involved moving 300+ staff from various offices around Manchester to a larger, more modern location.
* Being the sole on-site IT presence for large amounts of time, I believe I have also helped build great trust and relations between banking Staff (of all levels) and the I.T dept during heavy workloads and high pressure.
* Remote support of all the banks main and proprietary software. Lotus Notes, Microsoft Office, Windows 7, Windows 10.
* Assisted with all levels of IT support from 1st to 3rd line both on the phone and face to face.

**Freshfields. Local IT Support. (September 2017 – March 2018)**

* **Local IT support role for one of Europe’s largest Law firms Global Support Centre.**
* **1st, 2nd line and face to face support for over 1k users.**
* **Set up and support of all mobile technologies such as Android, Apple and Blackberry devices.**
* **Administrate all mobile devices via Blackberry UEM.**
* **Maintain and re-configure network patching**
* **Support of Video Conferencing technology such as Skype for Business, Lifesize VC and Microsoft Surface Hubs.**
* **Regular desk moves/ setups and provide any resulting support needed.**
* **Set up and support of Cisco IP phones.**
* **Documentation of all fixes into the companies KB.**
* **Building and configuring laptops and desktops via SCCM**
* **Assisting with and seeing through individual project work to help teams within the company function more efficiently.**

**Structis UK (Bouygues Construction) April 2017- September 2017 (3 month Contract Roll)**

* **Employed to provide 2nd Line Technician/Remote IT support and assist with a Roll Out Project at a busy office in Didsbury. Manchester.**
* **Windows 7/10, Office 2013/16 Autodesk 2016-2017 work environment**
* **Employed due to proven ability to enter a new work environment and immediately provide confident support to users of all levels within a company.**
* **Have enjoyed the challenge of entering a workplace that hasn’t had onsite support for some time, taking responsibility for all outstanding issues and seeing each one through to resolution.**

**Balfour Beatty Mott Macdonald (Joint venture) Sept 2015 – April 2017**

* **IT support technician for a large transport infrastructure company based in Warrington. Providing support to 300 users in the central office and remote/onsite support to depots around the North West. Deal with around 20-30 issues a day.**
* **Windows 7 Office 2010 Environment using Windows Server 2008 R2 – 2012 R2.**
* **Provide 1st, 2nd Line and face to face technical support to users of all levels while maintaining a high degree of customer service**
* **Perform local management and configuration of users via Active Directory. Setting up accounts, managing user access, assigning policies to computer objects etc.**
* **MS Exchange. Setting up, and managing access to user mailbox accounts and distribution groups.**
* **Printer Admin. Use Safecom to set up and manage users Printer accounts and print jobs.**
* **RSA console. Set up and management of users remote access via RSA fobs.**
* **IP telephony. Cisco IP Phone System. Completed my own project of upgrading around 300 Cisco phones. Using Cisco Unified Comms Manager and Admin Utility, configured and installed new deskphones for each member of staff.**
* **Net2 Admin. Using Net2 admin to manage users site access levels and ensuring that any problems with door access are dealt efficiently.**
* **Liase with 3rd parties such as Capita to identify and resolve network issues.**

**D.W.F llc Dec 2012 – Sept 2015**

**I.T Roaming Technician**

* Roaming on-site technician for a rapidly expanding top 20 law firm with offices all around the country
* Extremely varied role as the on site technician for all UK offices, providing face to face support as well as resolving 1st and 2nd line issues for around 2400 users daily. Usually dealing with 25-40 issues a day.
* Involved in many OS and software roll outs across UK. Also enjoyed a great deal of large office moves and new office set ups.
* Set up of the physical network of the company infrastructure. Network patching, desk set ups etc. Ensure correct management of comms room patching.
* Supporting users on a Windows 7 Environment with Office 2010.
* Building PC’s, laptops and deploying/managing Images and software across the company using SCCM and Clonezilla.
* Using RSA server to create remote access accounts and manage access via tokens and passwords.
* Supporting legal document management systems such as FileSite DMS and Visual Files as well as resolving issues with dictation software such as Big Hand.
* Managing mobile devices such as Blackberry, Iphones/ipads and android devices via BES and Mobileiron.
* Provide set up and support of Remote and VPN technologies such as Cisco Anytime connect, and Cisco Xenapp 6.5

**Network Rail Oct 2011 – Dec 2012 (Rolling Contract)**

**I.T Service Desk Agent**

* 1st Point of contact for 30,000 users in a very busy service desk environment
* Support a Microsoft environment. Windows XP, Exchange, Office
* Also support many bespoke applications.
* Strive to fix all calls at first contact, as well as ensuring call waiting times are kept to a minimum.

**Tagz Ltd June 2010 –Oct 2011**

**On Site IT Engineer/ IT Helpdesk Analyst**

* On site IT Engineer for large multi-national Company in Darwen, Lancashire, supporting over 200 users.
* My role is divided between on site technician duties (such as network patching, investigating/fixing faulty hardware issues, Site Backups) and Help Desk Duties (providing 1st line support to users remotely on a busy IT service desk).
* Part of roll out team, helping to deploy WIndows 7 to several hundred users across the U.K.
* Employed in order to improve, and maintain good customer relations with Tagz’s main customer.

**Chep Ltd - July 2004- June 2010**

**Transport Planner**

* Working within the Logistics team
* In charge of all transport planning in the South East of England.
* Working with various external haulers to ensure all movements of CHEP's equipment are carried out according to both our own, and the customers’ needs.
* Working to strict deadlines to ensure that goods are dispatched within agreed timescales.

**Regional Account Executive**

* Responsible for building and maintaining relationships with all customers in my own region. (South East England)
* Through liaising with my customers daily, I had to ensure all had sufficient deliveries and collections of CHEPS equipment to maintain their workflow.
* During this time, I greatly improved my customer relation skills whilst also ensuring CHEPS business interests were met.

**Project Assistant**

* Assisted with a number of projects which involved building and maintaining relationships with customers
* Dealing with correspondence
* General office support
* Manage client bookings
* Delivery of excellent customer service

**Barclays Plc 1999-2004**

**Priority Payment Team Leader**

* responsible for a busy small team of 4
* Looked after priority payments which had to be processed on the same day and according to tight deadlines.
* distribute the incoming payments within the team as they came through,
* Ensure all were input and verified on time.
* Resolve any problems which occurred throughout the day.
* Talking to costumers and dealing with any problems that may arise.
* Taking orders and dealing with cash transactions.
* Communicating and liaising with members of staff.
* Staff management and administration.

**Payment Verifier**

* Ensure that no payments had been input onto the system incorrectly.
* We dealt with business payments which often totalled millions of pounds;
* Confirm all information was correct
* Talking to costumers and dealing with any problems that may arise.
* Taking orders and dealing with cash transactions.
* Communicating and liaising with members of staff.
* Staff management and administration.
* attention to detail was a priority

**Workflow Operative**

* My 1st role at Barclays International Payment centre.
* Data input role where I had to input large quantities of payments
* Work completed according to strict deadlines.

**County Offset Plc -1996-1999**

**Printers Assistant**

* My role was to assist with the printing on 2 very busy printing machines.
* Working with a small team of myself and 2 Printers,
* Ensure the machines were maintained and constantly available for use.
* This involved working on a continental shift pattern, working 12 hour shifts.

##### Education

Knutsford 6th Form – 3 A Levels

Knutsford High School – 9 x GCSEs

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