**Name:** Adam Bridgford

**Address:** 12 Alpha Street West Salford, M6 5NR

**Mobile No:** 07950493991 **E-mail:** bridgforda@hotmail.co.uk

**Current Salary:** £ - **Ideal Salary:** £ 20000 – 25000+

**Nationality:** British **Right to Work in UK:** Yes

**Notice Period:** 0days **Security Clearance / Developed Vetting:** DBS for RCW Role

**Personal Profile**

Worked in IT for almost 10 years before taking on a social care role for a year temporarily. I’ve spent a number of years in support roles and later moved into a Sysadmin / Platform engineer within a devops cloud environment. I’m looking to move back into support initially and hope to progress into 2nd / 3rd line.

**Employment History**

**Company:** Cambian Group **Location:** Widnes

**Company Description :**

**Position Type:** Full time  **Environment:** Social Care Service Provider

**Job Title:** Residential Care Worker  **Reporting To:** Homes Manager

**From:** Jun 18  **To:** Jan 19

**REASON FOR LEAVING:** The role was not what I thought it was as well as wanting to move back into IT.

**Company:** GCI / Outsourcery  **Location:** Salford / Manchester City Centre

**Company Description:**

**Position Type:** Full time  **Environment:** SME MSP for cloud solutions (amongst others)

**Job Title:** Development Operations Exec **Reporting To:** Software Dev Manager / Director

**From:** Jan 16 **To:** Dec 17

**Sites:** 1 **Users:** N/A

**Department:** Software Development **Team Size: 7-10**

**Duties:**

* Execute manual and automated checks on Software Development systems as needed for reliable and secure operation.
* Cross-train other teams on the use and support of Software Development systems.
* Perform software testing and help identify potential problem areas.
* Monitor systems and identify and work to resolve technical issues, alerts and faults.
* Provide a point of contact for the reporting of technical incidents.
* Escalate issues to the Head of Software Development when appropriate, whilst maintaining ownership of the case and communicating effectively back into the business.
* Monitor incoming support requests and respond to queries and resolve technical issues in a timely manner.
* Prioritise support cases based on impact to customers, partners, the business and SLA response times.
* Keep the business informed of resolution / workaround progress during the incident lifecycle to engender confidence that requests will not be ignored or lost.
* Manage and perform upgrades to the systems, service modules and packages as required to ensure the system is kept up to date.
* Maintain a product information framework for user guides and support knowledge base.
* Produce and provide appropriate reports to the line manager as and when necessary.
* Support the business with the implementation and testing of new products / services.
* Provide out of hours support as part of the on-call rota (approx. 2 weeks out of 4).
* Demonstrate confidentiality and sensitivity in dealing with all issues of business, especially when handling sensitive situations and information.
* Adhere to all elements of the Company’s ISO standards and business policies.
* Protect all information relating to Outsourcery / GCI, the client, partner or internal customer at all times ensuring the application of DPA where required.
* Represent department at CAB / Change Management meetings

**Technical Skill-Set**

* MSSQL – 2005/2008/2012 – How to navigate, relational databases, pull information via joins / queries as well as knowledge of the sprocs written by the development team.
* SCOM – 2012 – setup alerts for services, OS, software and hardware for the platforms I was responsible for.
* SCCM – 2012 – manage, search, followed progress along during creation via platforms. Setup servers for testing.
* SCVMM – 2012 - manage, search, followed progress along during creation via platforms. Setup VM’s for testing.
* Powershell – Very basic quality of life scripts to assist with checks and logging of platforms and VM’s.
* AD – Administrate users on platforms and infrastructure. Setup policies when required for certain OU’s. Ensure users and GPO’s setup correctly when troubleshooting issues. Know how to navigate and understand the structure.
* WSUS – user level, part of my checks and ensuring configure correctly to deploy updates to machines.
* Azure – User level, administrate users and scale solutions. Also created solutions for testing.
* IAAS – Be familiar with concepts and what technologies / infrastructure the IAAS platforms touched.
* SAAS – Have a basic understanding of O365 as the SAAS platform mainly dealt with O365.
* Windows OS – General support for server 2003-2016, Win 7 and 10. Had to be familiar with what roles are on what servers, how to install certain roles (AD, DNS, DHCP) and where to look if troubleshooting is needed.
* Parallels / Plesk – A hosting solution used to administer part of the O365 platform.

**Projects:**

* Platform / Infrastructure updates applied to VM’s and Servers. Main role was to provide expertise on risks of the update and to advise the order in which platform infrastructure needed to be restarted in order to prevent issues. Monitoring took place throughout the update and indepth checks we’re carried out afterwards before final functionality tests done.

**REASON FOR LEAVING:** To take on an entirely different role away from IT.

**Company:** Xarios Technologies **Location:** Salford

**Company Description:**

**Position Type:** Full time  **Environment:** SME – Software Dev Company (telecommunications)

**Job Title: Support Engineer Reporting To:** Support Team Manager

**From:** Mar 11  **To:** Nov 16

**Sites:** N/A **Users: N/A**

**Department:** Support  **Team Size:** 5

**Duties:**

* Raising, investigating and resolving tickets in keeping with SLA’s.
* Write training documents for various company products.
* Deliver training to in house engineers and customers on company products.
* Provide email and telephony support to people with both extensive and very little technical knowledge.
* Have knowledge/exposure to various telephony and network technologies/protocols.
* Configure customer environments in house to aid troubleshooting.
* Build servers for company products to be installed on.
* Compile findings in relation to problems that may need escalating to development.
* Resolve business critical issues out of hours, often independently.

**Technical Skill-Set**

* MSSQL – 2005/2008 – How to navigate, relational databases, pull information via joins / queries as well as knowledge of the sprocs written by the development team.
* IIS – Understanding how to navigate the interface and where to look to troubleshoot. Understand how to install and configure as part of troubleshooting steps.
* AD – How to navigate, understand the structure and how to administrate and assign basic permissions to OU’s and users.
* Mitel 3300 / 5000 – Have a basic understanding, be aware of how to navigate the control panel and configure settings for integration with company products.
* SIP – Have a basic understanding of key concepts and how company products handle SIP over ISDN.
* Wireshark – Have a user level understanding in order to trace network traffic in order to aid troubleshooting.
* DNS / DHCP – Have a basic understanding of network concepts in order to aid troubleshooting.
* Win 7 – Know how to install / uninstall windows features to aid in the installation / troubleshooting of issues and setting up of company products. Also required to assist onsite telecoms engineers with these technologies.

**Projects:**

* Training – I helped deliver the training course written by the operations director. My role was the trainer and I would deliver the course to in house staff, external engineers and external sales staff if required. I would be responsible for setting up the PC’s / servers in the training room and managing the whole day.

**REASON FOR LEAVING:** To take on a more challenging role and grow my skillset and expose to new technologies.

**Company:** Club Systems  **Location:** Disley (Stockport)

**Company Description:**

**Position Type:** Full time  **Environment:** SME – Software Dev Company (Golf clubs)

**Job Title:** Support Engineer  **Reporting To:** Support Team Manager

**From:** Feb 09 **To:** Feb 11

**Sites:** 2000 golf clubs **Users:** N/A

**Department:** Support  **Team Size:** 10

**Duties:**

* Log and resolve issues raised by customers.
* Provide email and phone support to customers with very little technical knowledge.
* Gather information for second line support team to investigate issues.
* Configure customer environments in house to aid troubleshooting.

**Technical Skill-Set**

* MySQL – Able to navigate and query to look for information to aid troubleshooting.
* Company products – Have extensive knowledge of how company products worked and how they were used in order to aid troubleshooting.

**Projects:**

* No projects.

**REASON FOR LEAVING:** To take on a more challenging role and grow my skillset and expose to new technologies.

**Professional Certifications & Training**

* Applied IT (A Level)
* ADITP (Advanced Diploma for IT Practioners)
* NVQ Level III in Communications
* Key Skills Level II
* MCDST (Microsoft Certified Desktop Support Technician.)
* A+
* 11 GCSE’s including English and Maths.

**Additional Skills**

* Motivated
* Eager to learn new technology
* Analytical
* Troubleshooting
* Able to build rapport
* Adaptable

**Achievements**

* Delivering training courses on a variety of products at Xarios.
* Being the point of contact for Xarios’ dialler customers.
* Serving in Afghanistan
* Completing an Olympic distance triathlon
* Completing a marathon