# Greg Mills | Service Desk Analyst (Team Leader)

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# Professional Profile

I am a motivated, enthusiastic Service Desk Analyst currently acting as a Team Leader.

I have strong experience in first line technical support delivering high levels of customer service and continual service improvement.

My experience working within the IT department for a leading Financial Services company has developed my skills in troubleshooting and coaching, as well as my technical skills supporting over 150 applications such as; Win 10, Linux, Active Directory and Windows Server support. This is also underpinned by my ITIL v4 certification to understand and adopt best practices.

# Key Skills

|  |  |  |
| --- | --- | --- |
| * Avaya | * SCCM | * Windows Server |
| * Networking | * ServiceNow | * VMware |
| * NICE | * O365 | * VDI |
| * Firewalls | * ITSM | * VPN |

# Professional Experience

Nov 2017-Present Computershare

Service Desk Analyst (Acting Team Leader)

*Outline*

In the absence of my manager I step up and provide leadership to my team, during the long-term absence of my manager, to drive the organisations vision of a customer first culture. We are the first point of contact for 18,500 global users and customers so excellent communication is the key for this success.

Key Responsibilities

* Operational management of the First Line Service Desk function
* Provide leadership to a shift of 10 analysts
* Lead and drive the development of good customer service practices
* Strong focus on our customer service improvement to improve our processes
* Identify repeat problems and implement process changes
* Create, support and review progress of PDP’s with my team
* Escalation for complex incidents assigned to the Service Desk
* Resource management to ensure coverage across 10 phone lines, webchat and ticket queues
* Managing incidents with the Incident Manager and engaging with relevant support teams
* Own first line support incidents, verify resolution with end-users and resolve on ServiceNow or HP Service Manager
* Resolve Incidents within Service Level Agreements
* Develop strong internal relationships with relevant support teams

Key Achievements

* Identified opportunity to reduce time to complete creation of Distribution Lists by over 6 minutes by utilising PowerShell
* Implemented and ran new training plan for new analysts which streamlined the time to fully train them

Technical Experience

* Identify and change local firewall settings to allow use of company approved applications
* Amend and deleting registry edits on local machines to resolve application or PC specific issues
* Configure extension numbers using Avaya Site Admin and PuTTY CLI
* Clearly document troubleshooting and service resolution steps
* Troubleshoot network issues with available tools such as PowerShell commands NSLOOKUP, Tracert etc
* O365 troubleshooting including application errors and licencing
* Citrix troubleshooting including sessions failing to load or display applications – identify root cause and implement fix
* Mobile and Email administration via InTune and Exchange Management Console

Feb 2012-Oct17 O2 UK

April 2015-Oct 17 Store Leader

*Outline*

My role was to deliver results through building a motivated and engaged team by inspiring them to enjoy the job they do. Increase sales, drive efficiencies and be a motivational leader and role model to the team.

Key Responsibilities

* Achieve performance targets and other measures as set by the business
* Delivering regular, consistent and effective reviews
* Provide support, training and development for my team
* Maximising productivity and efficiency in line with budgets and guidelines, using commercial reporting to maximise profit & revenue within the store
* Ensure my store is adhering to key compliance requirements

Key Achievements

* Increased store revenue quarter on quarter by identifying and acting upon internal and external opportunities (10.4% increase over two years)
* Successfully passed an instore audit
* Coached and developed a new hire from novice to expert – resulting in promotion to Guru within 8 months

*Other roles*

Nov 2010- Jan 12 Sainsburys

General Assistant

# Education

2018-2019 QA, Edinburgh

* Diploma for IT and Telecommunications SCQF Level 6
* ITIL v4
* Microsoft MTA Networking
* Comp TIA Security +
* Comp TIA Network +
* Windows 10 installation and configuration
* Windows Server 2012 – 2016 installation and configuration

2009-2011 Stevenson College, Edinburgh

* HNC Computing
* Advanced NC Computing
* Higher numeracy and communication

2004-2009 Linlithgow Academy

* Info Systems
* Computing
* Mathematics

# Additional

Comp TIA Network +

*Outline*

**During this course I ascertained knowledge with practical experience in the following: LAN Topologies and the OSI Model, Hubs, Bridges, and Switches,** Infrastructure and design**, IP Addressing** (v4 and v6), **DHCP and APIPA, TCP and UDP, Virtualization, SAN, Cloud Services,** Network Security Design, **Authentication, Endpoint Security, Configuring Remote Access** and more.

Windows Server 2012 – 2016 Installation and configuration

*Outline*

During this course I installed Hyper-V, configured networks, adapters and storage on Hyper-V host servers, configured and managed virtual machines, upgraded and migrated Servers and workloads, managed disks and volumes in Windows Server. I implemented enterprise storage solutions (DAS, NAS and SAN’s), configured sharing in Windows Server by configuring ISCSI storage to manage the share infrastructure. In addition, I implemented Failover clustering with Hyper-V and configured high availability and disaster recovery.

***Excellent references available upon request.***