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Augustus Aldrin-Quaye

Professional Profile

Experienced Team Lead and IT Network Field Engineer in my current role with a proven track record at keeping within customer SLA’s. The specific focus in my role is to liaise with the rest of my team across their different projects through team meetings and ensure our customers are happy with our performance.

I am an honest hard worker and always strive to meet the highest standards that are set by my customers and colleagues alike. I am currently aiming to attain my CCNA certification and also interested in DevOps/AWS training.

Employment

2018-Present (NSC Global) Team Lead/Network Field Engineer

As Team Lead, I keep track of my team’s performance across the different projects in the company. As a Field Engineer, I also attend different sites to resolve IT related issues and site network installations of Cisco Router, Switches and Cisco UCS equipment. My role includes:

* Host meetings with the team under me
* Perform PC and Laptop Rebuilds.
* PC and Laptop maintenance
* General user issues (account lockout, Active directory, SCCM)
* Network Projects (Site Surveys/Router/Switch/Firewall/WAP installations), Data Centre included.
* Network Patching

2015-2018 (NCR) - Field Engineer

As a Field Engineer, I am responsible for general maintenance on Customer sites. These include:

* PC Hardware and software maintenance
* Maintenance on ATMs
* Train and guide other Engineers as part of a team
* Network Projects (Site Surveys/Router/Switch/Firewall/WAP installations).
* Server Installation
* PoS and PC/laptop installation
* Dealing with Customer enquiries

September 2006-2015 (Sainsburys’)

I worked as a customer service assistant in Sainsburys’. My duties involve looking after the checkout team from time to time, but mainly dealing with customer enquiries at the customer service desk. Working at the desk has taught me how to work on my own and mainly involves me being able to use my own initiative. My duties at the desk include:

* Using the company system to input data.
* Refunds
* Customer Orders
* Answer internal and external phone calls
* Customer collections
* Making colleague and customer announcements
* Dealing with Customer complaints

April 2011-February 2013 (Avon Cosmetics)

I was responsible as a Supervisor for running my own team of Avon Representatives, recruiting new leads and also selling Avon Products to my customers.

**Skills/Certifications**

* CCENTRS (Cisco Certified Entry Network Technitian Routing and Switching)
* CCENTDC (Cisco Certified Entry Network Technitian Data Centre)
* CCNA
* Competent in Office365
* Trained to install and maintain Hardware components in Dell PCs, IBM PCs and Symmantec Servers
* SCCM and Active Directory
* XML
* Citrix
* Java
* Hold a Valid and clean driving license

**Education**

Birkbeck University, 2010-Present

Information Technology FdSc

Bsc Computing

TBG Learning, 2007-2008

European Computer Driving License (ECDL)

**A-Levels, 2003-2005**

St Francis Xavier 6th Form College

VCE ICT – Merit

Spanish – A

**GCSE’s, 2000-2003**

I have 7 GCSE's A\*-C including English, Maths and Science

**References**

Available upon request