peter lewis

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Professional summary

Adidas Oxford street, Media server support also network support

Barclays canary wharf, Lenovo Miix Application and hardware support

User upgrades and migration for British Airways also Singapore airlines, and Electrolux User Migration and Os Upgrade also printer support HP, Ricoh, Lexmark

Hp Elite Book Laptop and Tablet support, Lenovo laptop and Tablet support, Hardware brake fix and application support

Supported end users from financial backgrounds (Morgan-Stanley Traders CEO & Directors ) Application and hardware support and Data centers also Retail POS projects for Starbucks McDonald's Smith & Nephew and pet-smart, Loblaws, shoppers Drug Mart .involved with Hardware  deployment for Ontario Police Niagara falls Canada  
also disaster recover for Bank of Montreal (BMO) also rebuilding and troubleshooting Branch POS and Desktop  PCs  Also VOIP, Plus ATM Support  
hardware support for dell & HP server blade and tower Support and build  
Application support : Microsoft Office 2010,2013,2016, updates and upgrades and configuration internet explorer, office 365 ,adobe reader and Skype business video meeting support , remote support and onsite support  
printer support HP, Media and Video conferencing support   
Laptop and Desktop support for end Users  
Client-focused Senior Software Engineer with more than 15 years supporting innovative applications and achieving high client satisfaction. System analyst specializing in object-orientated analysis and design. Responsible Network Technician with comprehensive experience scheduling conversions and cutover. Extensive experience monitoring, tracking, and evaluating global IT infrastructure incidents. Experienced IT Support professional with strong leadership and relationship-building skills.

Skills

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| --- | --- |
| * Excellent communication skills * Excellent problem-solving abilities * Network maintenance * Excellent diagnostic skills * Data backup and retrieval * Remote access technology * POS retail terminal support * Windows ,98,2000,xp,7,8.1,10 * Image creation deployment * Printer support * Data Disaster Recovery * Virus Removal * Desktop Os Recovery * Enterprise technologies * Data privacy applications * Outlook 13/16/ User Support * Remote support |  |

Work history

HemmersBach (Current Employment)

Adidas Oxford street, Media server support also network support

Barclays canary wharf, Lenovo Miix Application and hardware support

User upgrades and migration for British Airways also Singapore airlines, and Electrolux User Migration and Os Upgrade also printer support HP, Ricoh, Lexmark

Lenovo desktop, laptop, Tablet support

HP desktop, laptop, Tablet support

IT Support Technician, 03/2017 to 07/2018

CompuCom Canada Co, Matheson Boulevard, Mississauga, ON, Canada – Ontario, Canada

* Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
* Streamlined and enhanced the corporate accounting and operations system.
* Duties upgrade and support for state farm insurance also Ontario Government user support application and hardware support
* Retail support out of hours for shell petrol stations ,POS and Network Support
* Onsite Support For The Home Depot chain , also POS Support for Outfitters North America
* Also end User Support For Lenovo North America

IT Support field technician, 07/2016 to 03/2017

PeopleToGo – Markham, ON

* Established compatibility with third party software products by developing programme for modification and integration.
* Advocated for end-users to perform testing and problem analysis for server, desktop and IT infrastructure work.
* Monitored network performance and provided network performance statistical reports for both real-time and historical measurements.
* Coordinated with systems partners to finalise designs and confirm requirements.
* Coordinated with systems partners to finalise designs and confirm requirements.
* Trained junior members of IT team regarding network security and troubleshooting of data circuits.
* Deployment and installation video conference equipment and configuration
* End User Desktop Application  Support Mobile Device Support
* Network trouble shooting
* Active Directory Support & DC Upgrades and Replavement
* Cisco Switch  hardware Support
* Cable management and Trouble shooting Support

IT Support Tecnician, 06/2014 to 07/2016

Burman & Fellows Group Inc – Markham, ON

* Retail POS Support
* Pin-pad Replacement and Troubleshoot
* Pin-pad Installation and Configuration
* Wireless AccesPoint Install and Configuration
* Server SaS controller Battery Replacement
* DC Replacement and rebuild
* UPS Replacement and maintenance
* Printer maintenance and support
* Network Troubleshooting
* Cisco Switch replacement
* Modem Support
* Signature pad support
* Pos Rebuild and configuration

Remote Support, 06/2014 to 11/2014

BSC Solutions Group Ltd. – Brampton, ON

* Managed firewall, network monitoring and server monitoring both on- and off-site.
* remote support
* desktop applications
* password resets
* printer support
* e-mail recovery
* workstation install and configuration (onboarding)

IT Helpdesk Support, 01/2012 to 12/2013

Southbank Centre Belvedere Road, London, UK – London, England

* workstation upgrades and XPpro Operating System Imaging and Deployment Internet Explorer Support Google Apps Support Blackberry support End - User Relocation phone extension and workstation Active Directory 2008/2012 End user Support Windows Environment Reset user passwords Create Active Directory User Accounts Manage & Create internal and external E-mail accounts and distribution groups Exchange Server 2008 and 2010 File and Data Recovery Blackberry Device (Bold / Curve) Support P.O.S Payment Devices (chip and pin)Printer Support Installation and management Create Organisation Units for End User server 2008 and 2012 management Hardware asset process Imaging and Deployment XP , Windows 7/8 Hardware Upgrades & Support Auto Cad Support tAutoDesk Support Adobe Reader Support Re-patching network ports HP Warranty Support Management Hardware Support Break-fix Thermal Imaging Device ConfigurationMembership Card Printer Support

Hardware Technician , 03/2009 to 02/2012

fujitsu siemens uk – London, basingstoke

* Hardware and software Supporting Traders on Trading Floor
* Morgan Stanley Canary wharf (E14)
* Printer Support
* Bloomberg Support
* workstation imaging and configuration
* MsOffice Support

Education

Secondary Education Exam: 1982

Samuel Pepys - England, United Kingdom