**Richard Henry**

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## Personal Statement

I am a self-motivated, organized and creative individual who works well within a customer focused environment. Also, a reliable and hardworking person who understands the importance of providing quality customer service, even when working under pressure. I can work well within a team, or alone unsupervised, I'm an honest and straightforward person who is good at communicating at any level and adapting to any environment. I always have genuine enthusiasm, pride and interest in any job that I do, being very ambitious and constantly striving towards being successful.

**Work Experience**

**Cabinet Office (Operation Yellow Hammer)**

**Security Cleared Technical Support Lead (Contract)**

***October 2019 – Present***

* 1st/2nd line support to VIP Staff.
* Office 365 Support.
* Windows Server 2012 R2 /Active Directory/Exchange.
* Windows /Mac BAU & Deployment Support.

**NHS Chelsea & Westminster /Royal Marsden Hospital**

**On Site Engineer (Contract)**

***June 2019 – October 2019***

* Installing and configuring PCs, servers and associated peripherals and software, as well   
  as providing end-user training and liaising with suppliers and vendors.
* Resolve support requests or redirect or escalate to the appropriate member of the

support team.

* Maintain the existing PCs and peripherals to standards, by performing upgrades, new

installations and carrying out routine procedures.

* Install and configure operating systems and various software packages to agreed

standards.

**Department for Environment, Food and Rural Affairs (DEFRA)**

**SC Cleared Desk Side Engineer (Contract)**

***July 2018 – April 2019***

* Resolve 1st/2nd line desktop, printer, server, application and telecoms issues via TechBar.
* Resolution of calls logged in the company service management tool.
* Performing remote and onsite hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, configuring systems and applications.
* Investigate problems & troubleshoot, in order to progress problems through to resolution.

**Department for Business, Energy and Industrial Strategy (BEIS)**

**IT Support/Rollout Engineer & Floorwalker (Contract)**

***April 2018 – July 2018***

* Deployment project for 6000 devices on Windows and Apple using; O365, SharePoint, Okta & zScaler VPN
* SCCM Building upwards of 70 Windows 10 and Apple MacBook Pro devices a day across the team.
* Deployment - attending seminar sessions where 15 users get their new devices (Mac and Dell).
* Floor walking support - desk side support after the deployments have occurred; for up to 2 weeks after deployment.

**IDE Group**

**IT Deployment Engineer/Team Leader (SC Cleared)**

***Dec 2016 – Apr 2018***

* Perform the delivery of deployment, Installation and configuration of programs/resources onto Client assets, comprising of but not limited to the following;.
* Applications and productivity software suites.
* Encryption configuration and authentication.
* Mailbox configuration and authentication.
* Configuration of VPN networks and clients.
* Configuration of Citrix and other Virtualization Clients.

**Scanomat UK**

**Field Technician**

***Apr 2015 – Dec 2016***

* Install, commission and set up the companies Commercial Coffee equipment.
* Perform pre-planned preventative maintenance services.
* Attend re-active break down and repair call outs.
* Operator training (e.g. operation and cleaning of coffee equipment).
* Self-sufficient management of spare parts stock holding in company vehicle.
* To support colleagues and engage pro-actively with all areas of the business.

**Bewley's Coffee**

**Field & Workshop Technician**

***Jan 2013 – Mar 2015***

**V Networks/Talk Talk Group**

**Provisioning & Broadband Support Engineer**

***Nov 2007 – Dec 2012***

**BT Wholesale/Openreach**

**LLU Provision/Broadband Diagnostic Specialist**

***Sept 2007 – Oct 2012***

## Education

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| **Trade Skills 4 U**  ***June 2015***  City & Guilds 4141-01: Domestic Electrical Installation |
| **Hammersmith & West London College**  ***May 2002***  GNVQ Intermediate: Information & Communication Technology |
| **Kingsmead Secondary School**  ***June 2001***  G.C.S.E Bus Studies (D), Media Studies(C), Eng. Lit/Lang. (C, C), Science(C), Math’s (C), Graphics (E), Computer Apps (B) |

**SKILLS**

**Personal:**

• Good self-awareness, Planning, Flexibility and time management.

• Excellent communication skills.

• Committed, Dependable & trustworthy.

• Confidence in my ability to carry out tasks given.

• Security Cleared (SC Clearance)

**Technical:**

• Windows (All Platforms/Server 2012), Mac OSx, MS-DOS. Microsoft Office packages, Active Directory, DNS, DHCP, Group Policy Objects, Zenworks, Citrix Receiver, AirWatch, Duo, Google Apps, Freshservice, ServiceNow, uniFLOW

• PC/Mac/Laptop/Network & Broadband maintenance & Repair; Software & Hardware.

• LAN, WAN, DSL, Wi-Fi 802.11 & Variants, Router Configuration, Etc.

• Electrical & Mechanical fault finding/Problem solving

**HOBBIES & INTERESTS**

My main interests and hobbies include, Basketball, Football, Running & Gym, Problem solving, Reading and keeping up to date with innovative technology.

**REFERENCES**

References are available on request.