**Stephen Ronson**

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**Personal Profile**

I am a very well presented, professional, articulate, reliable and personable **ITIL qualified Service Desk / 2nd Line Desktop and Application Engineer** with extensive experience of diagnosing and resolving technical problems in varied environments and companies.

I am a logical, process driven and analytical problem solver who thrives on needing attention to detail, getting to the root of the problem and working in a busy, varied, focused and productive environment. I work equally well under pressure in a team environment as well as on my own and I pride myself in possessing very strong customer service, diplomacy, analytical, organisational and communication skills. I am highly motivated and proactive and thrive off of getting things done in an efficient and timely manner whilst motivating and inspiring my Team members and colleagues.

I am looking for a challenging and progressive role that will allow me to continue to develop my knowledge, potential and career.

**Education and IT Training**

**09/11-03/12 Just IT Network Professional Programme, London**

* CompTIA A+ Essentials (passed)
* CompTIA A+ IT Technician (passed)
* MCTS Windows 7
* MCTS Server 2008 ADDS
* ITIL Foundation (passed)
* ITIL Intermediate Operational Support & Analysis (expected August 2019)

**07/00-08/00 Cerco Training, Cheshire**

* City & Guilds Microprocessor Service and Repair
* Microsoft NT competency qualification
* Customer care and service skills

**09/88-06/93 Gravesend Grammar School for Boys, Kent**

**A Level:** Classical Civilisation, English Literature, Chemistry

**GCSE:** 9 A-C grades in subjects including Maths and English

**Employment History**

**09/18 – Present Tokio Marine Kiln, London Service Support Analyst**

* Part of a customer-service focussed, Technical Services team who provide a high standard of support across the TMK organisation.
* Take ownership of all 1st and 2nd line incidents and requests relating to TMK IT and manage them to a successful resolution, ensuring that all incidents and requests are dealt with promptly and to the customers’ satisfaction and to communicate and escalate any problems to the Technical Services Manager where necessary.
* Troubleshoot and resolve all IT related incidents and requests within a 1st / 2nd line capacity and be proactive when dealing with IT issues.
* Maintain awareness of individual and team queues to ensure that customer service level agreements are met.
* Preparation and documentation of user guides and technical reference guides.
* Product training, demonstrations and workshops for customers.
* Ensure that escalation procedures are being followed and incidents and requests are managed according to priority.
* Liaise directly with and develop long term relationships with business users to understand or clarify the nature of the incident\request and to confirm the successful resolution of them.
* Liaise directly with internal 3rd line support teams to ensure the resolution of all incidents in line with the Incident Management Policy.
* Assist any internal or external third-party vendors through the resolution process where required.

**01/18 – 08/18 British Red Cross, London Senior Service & Release Co-ordinator**

* 1st / 2nd line application support of core business systems – including Microsoft Dynamics and Sharepoint.
* Escalation to internal 3rd Line / 3rd Party suppliers and coordination to a resolution.
* Coordination of installation of version releases, bug fixes and patches with 3rd Party suppliers.
* Consulting with internal customers and holding workshops for requirements gathering on Product and workflow enhancements / changes.
* Documentation creation and update for Team Wiki knowledge base of fixes and known issues.
* Coordination and collaboration with other IT resolver groups such as Technical Operations, DBAs, Service Desk, Desktop Support and Change and Release Management.
* Responsible for providing Project Management to Changes/Releases that are too complex or large to be managed as traditional Changes. Applying Waterfall, Agile or DevOps Project Delivery Methodology where appropriate.
* Chair of the Change Advisory Board.
* Process Manager for Release Management.
* Chaired and coordinated daily Managers’ Service Operations call.
* Coordinated and managed all P1 incidents and Post Incident Reviews.

**09/16 – 10/17 Angel Trains Ltd, London Desktop & Application Support Engineer**

* 1st / 2nd Line Desktop and Application Engineer for Angel Trains Limited, one of the three British Rolling Stock Operating Companies, who currently finance, lease, maintain and manage one third of the UK’s train rolling stock, valued at approximately £3.5 billion.
* IT infrastructure and Business Application Support including both Microsoft (Windows 7 & 10) and Oracle technology platforms within London office and remote support of Derby office. Working with third-party contractors and consultant companies to diagnose and rectify Third Line issues. Closely supporting the Companies’ Directors and Senior Management.
* Account / User Management for both network and application based logins. This includes both internal Angel Trains and external (Customer / Supplier) portal users.
* Support and deployment of client based hardware - Workstation / Laptop / Tablet Support (Inc. Software Builds management).
* Support and deployment of peripheral devices – Printers / Copiers / Scanners. (Inc. Management of consumables).
* Support and deployment of network services – LAN / WiFi.
* Support and deployment of Telephony and Audio Visual (AV) services.
* Support and deployment of Ms Office Suite (2010 / 2013) and various business applications including both Oracle and Microsoft software packages.
* Support, deployment and management of mobile devices (Blackberry/iPhones/iPads etc.)
* Provide support and assistance in the provision and operation of the Companies of Disaster Recovery facilities.
* Record and manage all calls within the Companies’ IT support call logging System (Support Works) and generate reports for trend analysis and service improvements.
* Assist in the development of appropriate user training materials and the technical Knowledge Base.
* Assist in the delivery of end user training to pass on knowledge and understanding to the business.
* Company-wide roll-out of Unified Communications Solution, Cisco Jabber. Testing and development with external consultants and initial set-up. Product workshops, demonstrations and user training company wide. Early life and ongoing BAU product support.
* Assisted with refurbishment of Derby office – physical decommissioning of desktop environment, reconfiguration of network patching and recommissioning of desktop environment and associated post completion snagging issues.

**10/14 – 09/16 XLCatlin, London 2nd Line Desktop Support Engineer**

* 2nd Line Desktop Engineer for the Desktop Support function, part of the larger IT Operations and Service Management Shared Services Division of a Global Insurance Underwriters. Supporting approximately 1200 users in an **ITIL** environment across two London sites and Lloyds of London Insurance Market.
* Log, update and manage all Incidents, Service Requests and Requests For Change using Service Now adhering to SLAs – generation of weekly reports for trend analysis and continual service improvement.
* Supporting Windows 7 laptops and desktops in Windows 2003 and 2008 domain environments. Escalating 3rd Line issues to the appropriate Teams and co-ordinating / assisting to ensure a resolution is reached within the SLA.
* Supporting Microsoft Office 2010, Internet Explorer 11 as well as numerous bespoke Line of Business applications.
* Outlook and Windows profile troubleshooting.
* Troubleshooting issues related to file share access and permissions, Outlook calendar and shared mailbox access.
* Laptop and desktop hardware break fix issues, repairs and upgrades.
* Laptop and desktop rebuilds and configuration.
* IMACs.
* Network printer installation, configuration and troubleshooting.
* Cisco Softphone troubleshooting.
* VPN / remote connectivity and network issues - DHCP, DNS, Group Policy, TCP/IP.
* Cisco desk phone patching and troubleshooting.
* Comms room patching and network troubleshooting.
* Laptop/desktop and stock administration – ordering of toner cartridges and peripheral equipment. Recycling of laptops/desktops for disposal. Asset Management.
* Video conference set-up, testing and support.
* Presentation / Meeting set up and support.
* IPhone and Android configuration and support.
* Creation of procedure and technical manuals, known errors and fixes and Wiki documentation.

**05/14 – 07/14 Phoenix IT Solutions, London 2nd Line Site and Field Engineer**

* 2nd Line Service Desk / Desktop Support Analyst at XL Group and MFS Investment Management.
* Remote / Field engineer at BBC Centre, NHS, Home Office, Brakes and Fujitsu Siemens.
* Supporting laptops, desktops and printers; rebuilds, upgrades and parts replacement.
* Supporting Windows XP, Windows 7, Server 2003 / 2008, Exchange 2010 remotely and desk side.
* Supporting Office 2010 and IE.
* Active Directory and Exchange administration – creating new users, mailboxes, security /distribution groups, password resets, user profiles and log on scripts.
* File and folder permissions and management.
* Setting up and testing of site Video Conferencing.
* Installation and support of bespoke applications.
* Network issues – Ethernet cabling, patching, client OS and TCP/IP network troubleshooting.
* Printer Management, installation and troubleshooting.
* IMAC / Desk moves and project installations.
* Stock / CDMB management.
* Working to very high levels of customer service in an ITIL framework.

**03/14 – 04/14 Knight Frank, London 1st / 2nd Line Service Desk Analyst**

* Remote and desktop support of approximately 1500 users across multiple sites.
* Windows Server 2008 Active Directory and MS Exchange 2003 administration – security and distribution group administration, password resets, account / mailbox creation, removal and disable, mailbox migrations. Basic Group Policy configuration, implementation and management.
* File and folder NTFS permission configuration and management.
* Windows 7 installation, configuration, and support.
* Laptop / desktop hardware and software installation, configuration, support and repair.
* Printer administration – configuration, troubleshooting and support.
* Support of Microsoft Office 2003, 2007, 2010 as well as the installation, configuration and basic support of various Line of Business applications.

**09/13 – 03/14 Re:Sources, London 2nd Line Desktop Analyst**

* Remote and desktop support of approximately 1200 users across various prominent and prestigious Advertising and Media Agencies, including Saatchi & Saatchi, Starcom Media, MSL and Digitas.
* Resolving 2nd Line client (Win XP, 7 and Mac OSX) incidents and requests escalated from the 1st Line Telephony Team; updating tickets in Service Now.
* Windows 7 installation, configuration, and support.
* Laptop / desktop hardware and software installation, configuration, support and repair.
* Windows 7 and Mac OSX desktop and laptop new and replacement builds. User profile back up, migration and configuration.
* Printer administration – installation, configuration, troubleshooting and support.
* Ethernet patching and desk moves.
* Lotus Notes administration and support.
* Novell administration.
* VPN configuration and support.
* IOS, Blackberry and Android phone configuration and support.
* Microsoft Office 2010 and Line of Business Application administration and support.
* Customer desk side and telephone training.
* Creation and updating of Knowledge Base technical and troubleshooting documents.

**04/12 – 03/13 Selection Services, Bromley 1st / 2nd Line Service Desk Analyst**

* Supporting remotely up to 10 000 users across 31 hospitals, 65 Fitness and Wellbeing centres, 5 Medical Centres and corporate sites using Bomgar, PcDuo and Microsoft Remote Assistance on a rolling shift pattern.
* Answering between 30 and 50 calls daily and logging incidents onto the Remedy helpdesk management system. With a resolution rate of approximately 50%, the remainder are escalated onto 2nd / 3rd Line, Third Party suppliers and other resolver groups. Taking ownership and incident managing the call to resolution in accordance with Service Level Agreements and keeping customers up to date.
* Active Directory and Exchange administration – password resets, account reactivations, creating new users and mailboxes, creating security and distribution groups and adding / removing groups to allow / revoke permission to network resources.
* Supporting desktops and laptops in a Windows XP and Server 2003 / 2008, Office 2003 / 2010 environment.
* Deployment of software, images and updates via SCCM.
* Installing and troubleshooting network and local printers and scanners.
* 24 hours Out Of Hours Incident Management engineer. Tasked with taking ownership of P1 and P2 incidents, liaising with end users and Third Party Suppliers to a resolution.
* Troubleshooting TCP/IP network connectivity issues.
* Configuring Citrix XenApp and basic Metaframe Management Console administration.
* Providing helpdesk support to field engineers.
* In liaison with the Client, basic administering and support of 50 Line of Business applications.
* Service Desk Champion – tasked with leading by example and maintaining very high service level standards. Attending Service Champion meetings with the Client in order to evaluate and improve on service standards and processes across the desk.
* Training and mentoring new starters in call logging / management, processes, procedures and customer service.
* Updating technical / non-technical support documentation and Sharepoint site.

**01/12-04/12 Hackett, London 1st Line Support Technician**

* Supporting up to 200 users and 50 stores across the UK; face to face, over the phone, via email, face and remotely using DameWare and UltraVNC.
* Logging incidents onto the helpdesk management system and escalating to 2nd and 3rd line where necessary.
* Installing and imaging Windows XP, 7, Mac OS Snow Leopard and Lion.
* Setting up new users, resetting passwords and setting permissions for the users in Active Directory.
* Installing software such as MS Office 2003, Open Office, Adobe CS4, SAP, Filezilla, Monarch, and MacAfee Anti-Virus as well as running malware and virus scans.
* Installing and troubleshooting printers, copiers and scanners.
* Building, configuring and upgrading new and existing laptops and desktops for end users.
* Troubleshooting basic TCP/IP network connectivity issues and configuration.

**Interests and Achievements**

Travel, business, technology, investing and world affairs greatly interest me; I enjoy meeting people from a vast array of different backgrounds, nationalities and cultures. I have achieved the PADI Advanced certification in scuba diving as well as the RYA Competent Crew qualification in sailing. I follow Formula 1 and enjoy playing tennis and golf in my spare time and am an avid World Cinema enthusiast. I have a full clean UK driving licence.

**References available upon request**