**Professional Summary**

Dedicated & self-starting application consultant with diverse experience in systems integration, design and process control. Several years of experience in creating bespoke solutions based on internal and customer requirements to improve business productivity and efficiency. Extensive experience of Windows automation, complex problem solving and requirement gathering.

Work History

**Advanced Computer Software**

**Senior Solutions Consultant | May 2017 – Present**

In my current role I specialise in onboarding new customers to the Docman cloud platform, across multiple different healthcare products and markets. The second part of my role to manage the releases of software as well as provide technical product expertise to our support department by understanding how the infrastructure and application operate in detail. This allows me to work with all teams within the company to enhance our customer offering but also avoid issues occurring by understanding how all the products link together.

As well as the above I’ve also designed, developed, integrated and lead many of the best practices that the operational teams use on a day to day basis such as developing a SharePoint based change management system, a bespoke ServiceNow module that integrates with a bespoke CRM system and linking our live systems with ServiceNow to reduce manual data entry. As the company has transformed from providing on-premise to software as service since 2017, I’ve proactively trained internal teams to ensure technical knowledge transfer is provided following product enhancements and published most of the internal and external technical documentation that’s available today. The final part of my role is to act as a technical lead on projects and first of types when new software is released, to ensure technical issues are resolved or captured where product enhancements are required.

Additional Skillset

* MySQL Querying and Data Analysis
* Release Management Owner & Change Management Lead
* Requirement Gathering and Enhancement using Agile Methodology.
* PowerShell Development with MYSQL, AWS, SharePoint, ServiceNow.
* Octopus Deploy
* Experience troubleshooting API’s, complex web-based solutions and SignalR solutions
* Software troubleshooting across fully load balanced and distributed environment
* Knowledge Management and Team Training.

**Redcentric plc**

**24x7 2nd Support Engineer | September 2016 – 2017**

I worked on the 24/7 support team as a 2nd line support engineer. As well as working on the more complex escalated issues, we also managed and monitored the infrastructure of 5 data centers across the UK and the Data Protection processes to ensure speedy resolution of tickets. In my time at Redcentric, I maintained an outstanding level of customer service which has enabled me to build a great rapport with both our customer’s internal IT and Redcentric’s senior management. This has enabled me to improve customer environment’s using automation to improve efficiency.

**Redcentric plc**

**1st Support Analyst | March 2016 – September 2016**

I was responsible for providing first line support, working in a 10 strong team following the ITIL framework. This involved providing break fix support to a number companies, running on a Windows domain with either large Citrix or RDS deployments. Primarily the role entailed troubleshooting windows client operating systems, as well as troubleshooting on servers, MPLS diagnostic, networking and liaising with both Internal Escalation teams. Over my 6 month in this function, I become a strong member of the team and was appointed a customer champion, to build a relationship with our customer’s internal IT departments.

**Additional Skill in this role**

* Exchange Configuration and Administration
* Mimecast Signature/Spam Configuration
* MPLS Networking and ISP technical Support
* Citrix Administration and Troubleshooting

**Simpson Associates Information Services Ltd**

**IT Analyst | February 2014- March 2016**

I was responsible for maintaining the company infrastructure, and deploying and configuring Microsoft technologies from server 2008 – 2012 R2 using SCCM. I have administration experience installing and maintaining SQL 2005 – 2014, Cognos BI & TM1 10, as well as installing and configuring solutions to work with SQL server. My other duties included companywide backups, testing new technologies, supporting all employees, IT purchasing and Office 365 administration and customer site visits.

**Full Skillset**

* SCCM 2012 OS and Application Deployment, Patching and Development
* Exchange Online and Office 365 Administration Experience
* Active Directory, DNS, DHCP - 2008 R2 and 2012 R2
* Command line and PowerShell
* Remote Desktop Services deployment and configuration
* Architecting and sizing hardware for Bespoke Software and Virtual Infrastructure
* Strong knowledge of virtualisation technologies including installation
* Backup Software (Backup Exec 11d, PHD Virtual and Veeam)
* Windows Client Operating Systems 7, 8, 8.1, 8.1.1 & 10
* Dell/HP Server and Printers Configuration and Support
* Cisco switch/firewall configuration, in both UI and SSH

**Apprentice IT Analyst | February 2013 – February 2014**

As an apprentice I worked in 1st line support, carrying out proactive and preventive maintenance on all employee laptops and servers as well as preparing new equipment and rebuilding laptops for all employees. At the time, there were about 25 employees and, where needed, I escalated tickets to second line support. This allowed me to gain experience using Windows Server following company IT procedures and gain an insight into how business systems work at an enterprise level.

**Responsibilities / Technologies**

* Active Directory, Hyper-V 2008, VMWare, SCCM 2007, Backup Exec 11d, VHD Virtual, BOARD, Windows 7, Server 2003 – 2008 R2, Windows Smart Phones and Apple iPads/iPhones, Android and Printing Equipment.
* Provided both software and hardware support which involved troubleshooting and building desktop computers, laptops and tablets
* Installed programs including MS Office, Windows Intune, Cisco AnyConnect, Board Client
* Ordered consumables when necessary

**Education**

* ITIL Foundation v3
* Network Troubleshooting | August 2016
* Citrix Configuration and Troubleshooting | April 2016
* Microsoft SSIS 2014 Training | December 2015
* Board Developer Training | September 2015
* Board Advanced Technical Training | May 2015
* ICT Professional Foundation Degree Level 4 - Distinction | 2014 May – 2015 Sep
* ICT Professional Apprenticeship Level 3 -  Distinction | 2013 May – 2014 May
* Advance Diploma In ICT Level 3 -  Distinction | York College - 2010 –2012
* GCSEs x 5 including English, Maths and ICT – The Read School - 2005 - 2010

**Additional Information**

* Full Clean UK Driving License
* Received York College Technology Achievement (BITS) 2012
* Performed jury service October 2014, serving as foreman
* Reference on request