**Christopher Greenall**

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**Full Driving Licience**

**Introduction**

I am a driven IT professional, with a track record of providing a high standard of service and having a passion for IT. I have strong attention to detail, using self- motivation and my depth of knowledge to carry out tasks to completion and to a high standard. I enjoy working as part of a team where everybody’s role is collective, but I also thrive working independently and on my own initiative. I am a positive, intellectual and highly efficient individual; whom takes pride within settling into new roles and environments with ease. I excel at productivity and providing solutions- with excellent service and quality every time.

**Qualifications**

* + **MCDST** – Microsoft Certified Desktop Support Technician
  + **MCP** – Microsoft Certified Professional
  + **Comp TIA** – A+
  + **Comp TIA** Network+
  + **Key Skills Level 2** - Application of Number and Communication
  + **Advanced Diploma Level 3** – ADITP Advanced Diploma for IT Professionals
  + **National Vocational Qualification level 3** – NVQ for IT Professionals and Practitioners
  + **Smoothwall** – Training and configuration
  + **Windows 10** – Implementing and Managing & Supporting and Troubleshooting
  + **Service Now** - Fundamentals

**Work Experience**

**Amtrust, 2nd Line IT support, March 2019 to present**

My role at AmTrust is to provide local support to end users. I look after 2 sites locally, whilst supporting further users remotely where possible. The main focus of my job is dealing with Incidents and request, promptly as they come in. My other responsibilities include getting machines, desk phones and mobile phones, configured ready for new users- supplying replacements when necessary. I also monitor stock and order in spare equipment as needed, whilst keeping it all tracked in our asset register. In addition to the above, I have been involved in various projects: such as installing an MDM client on all mobile devices, Printer roll outs, wider scale machine upgrades and pushing out Office 365. In this role I have greatly enhance my IT skills, whilst providing a high standard of local support and becoming adept in the AmTrust ways of working.

**Univar, IT Support Analyst - March 2018 to March 2019**

Whilst at Univar I provided support to internal colleagues from EMEA via phone, email and chat service. Throughout this role I was introduced to new software such as SAP, SCCM and Service Now; whilst maintaining and improving my previous knowledge with online training courses. I also attended various courses to strengthen my knowledge on Service Now, whilst studying the London release update. One of my main responsibilities during this position was to help my team to develop. I achieved this by creating documentation and guides, of all known fixes/ resolutions- storing them in one easily and accessible location. Meanwhile being available for one to one training, to demonstrate, be a source of knowledge and to help improve the team's statistics. Additional focuses were: looking after the CUCM system, assigning the correct names to devices, configuring hunt/ line groups, call routing options and setting up voicemails.

**Education ICT, Service Desk Agent- October 2015 to March 2018**

At the Council I was responsible for providing first, second and third line IT support to all customers part of the service. One of the key elements within this role, was the maintenance and support of the local Firewall we provided (Smoothwall). We used Smoothwall to direct traffic, within: schools, report on user activity, filter websites for vulnerable user groups, amongst other aspects such as DNS, VPN and bandwidth limiting. I also provided support for various other products such as Redstor backup software, this included installing and configuring the software whilst restoring files and folders. Additionally, we supported and deployed Captia SIMS & FMS, this included patches and quarterly updates to all machines via Solus3. As each school had their own setup, we supported a wide variety of operating systems. This ranged from XP, up to windows10 and Server 2003 to 2016; over Servers, Laptops, Desktops and virtual machines. Dealing with software such as Office365, Gmail, Smart Notebook and Sophos was also a part of my role- which could be either Enterprise, Console or Cloud. Whilst installing and configuring the software, before pushing it out to client machines. As a team we mainly dealt with customers via telephone, but also provided assistance via email, remote software and site visits as and when required.

**Johnston Press, IT Support Analyst- September 2013 to October 2015**

The main focus whilst at JP was supporting users over the telephone and via email. We received incidents and requests regarding a number of applications such as Gmail, InDesign ,CUCM and Office. It was a high-pressured environment, as we needed to ensure pages went to print at the precise time. Another responsibility was the migration from Symantec Altiris 6.5 to 7.5. This project involved setting up new packages as well as moving the existing packages over. In addition to deploying software to client machines, site servers and carry out testing.

**Denso Marston, 1st / 2nd Line Support- April to July 2013**

At Denso my role was first and second line support technician. I was involved in a variety of projects whilst with the company such as printer roll out, PC roll out and setting up a new video conference system. I had access to all physical and virtual servers and used a wide range of support tools such as VMware Vsphere, LAN desk and active directory. I also assisted the helpdesk and handled calls and emails from service users. As a team we dealt with numerous calls regarding Louts Notes, files Servers and in house applications.

**Bezier, IT Support Analyst- June 2011 to March 2013**

At Bezier I was a second line support technician supporting 750 users across 5 different sites. My role was to provide support via telephone and email, with which I had a 92% first time fix rate. I enjoyed full administrator privileges over the domain, all physical servers and over 40 virtual private cloud servers. This enhanced my experience in Active directory, ITIL, Exchange Server 2007, Networking and Windows server 2003 and 2008. During this role I gained an extensive knowledge of installing and configuring Windows 7 and Office 2010, Supporting Windows7 and XP, Apple Mac’s, Blackberry, Android and Mitel phone system. Additionally I provided support on various other applications such as Adobe CS and the ERP System.

**Other Work Experience**

* Leeds City Council - IT Support - October 2010 to June 2011
  + Zenos - IT Training - March 2010 to August 2010
  + Morrisons - Checkout Operator - July 2009 to March 2010

**Education**

**Tong High School (GCSE)**

Math - B

English Literature - C

English language - D

Science - C

History - C

IT – C

**Farnley Park High School**

As level IT - C

As level Business studies - C

As level General studies - C

A2 Business Studies - D

A2 IT - C

**Hobbies and Interests**

My main interest is sports. I enjoy both watching and playing sport, playing for my local Rugby Team when time allows me. I also enjoy spending time with family and friends, outside of work.

**References**

References are available upon request.