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| Jason Brown |  |

**Personal profile**

IT professional with extensive industry experience, leading-edge technical expertise, and a commitment to excellence. Nine years extensive experience in IT, with a solid track record of delivering tangible savings.

* Skilled communicator with the ability to operate independently, over communicate and report confidently and promptly to both onsite and remote stakeholders.
* Proven troubleshooting skills in a variety of different IT environments and technologies.
* Strong project management skills, effectively managing projects on time and within budget.
* Customer-first attitude, ensuring IT services exceed customer expectations.
* Commitment to process improvement and automation to improve and streamline IT services and reduce costs.

**Skills snapshot**

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| **Software OS**   * Windows 7,Windows 8.1,Windows 10, Office 2010, 2013, Office 365 * Windows Server 2003, 2008, 2008r2, 2012r2,2016 * SQL Server 2008, SQL Server 2012, Lotus Notes * Virtualization: VMware ESXI 4.1,5.5,6.0,Hyper V * Ubuntu , Red Hat , Debian,Nagios * SAP, Oracle, Citrix, XEN App 6.0, Blackberry Server * SharePoint Server 2007,2010,2013 * Exchange Server 2003, 2007, 2010, 2013 * Remedy 4.6, Service Centre, HP TOPDESK, SCSM,SCOM 2012 SP1 * Solarwinds | |
| **Hardware**   * Dell, Lenovo, HP Laptop & Desktops * CISCO,HP Switches & Routers * XEROX Printers * Servers * Video Cards, Docking Stations, KVM * Blackberry phone support * iPhone, iPad and Tablet support | **Scripting**   * C#.net * PowerShell * VBS * Python |

**Certifications**

* CCNA Routing & Switching 200-120 2016
* MCSE Cloud Platform and Infrastructure 2018
* AWS Associates Developer 2018
* AWS Associates Architecture 2018
* Certified Cloud Technology Professional (Cloud School) 2016
* PRINCE 2 Foundation 2015
* ITIL Foundation V2011 2015
* Microsoft Certified Solutions Expert, Windows Server Infrastructure 2012 2015
* Microsoft Certified Solutions Associate, Windows Server 2012 2014
* Microsoft Certified Solutions Associate, Windows Server 2008 2013



**Career summary**

MArch 2019 – Current **- Diageo (tcs cONSULTING)**

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April 2017 – September 2018 **Managed Website SECURITY LTD**

Provided IT Support and maintenance of web Servers for different organizations working with aws and azure.Programming of scripts in python and powershell to automate different tasks involved within the business.Server 2016 and Office 365.

*June 2014 – Aug 2015* **Windows Server and Networking Engineer** *at* User2Computers (Edinburgh)

Contract role (5 extensions): Provided second/third tier support to SMEs and non-profit organizations; Troubleshoot; Exchange Server, Server Migration, Small Business server, and Network issues. Focussed migrating customers from on premise services to SAAS model including Office 365 to streamline costs and support. Developed a suite of scripts and customer-facing monitoring solutions; streamlined the support process for customers and support team; improved the customer support experience by transitioning from a reactive to a proactive and preventative support model; implemented Connectwise ticketing system to improve the productivity of the team, reduce the cost of support to customers and improve the customer support experience.

*January 2013 – present* **Self-Studying Part Time and Project Work** (Edinburgh)

Attained MCSA 2008, MCSE 2012. Preparation for certifications: developed numerous scripts to automate the setup of a variety of environments for different labs. Environments setup: Cisco labs VMware and Hyper-V, Clustering, Group policies, RDS, DNS, NAP, Active Directory and GNS3 technologies through PowerShell scripts.

*Dec 2011 – Dec 2012* **IT Migration and Support Engineer** *at*IKEA (Netherlands)

Contract role (2 extensions): Provided IT support for IKEA’s EMEA operations in Sweden, Greece, and Netherlands. Held responsibility for the planning, execution and delivery of a seamless Windows 7 Migration from legacy Windows XP machines for over 1000 users across EMEA.

Responsible for provision of IT End User Support pre- and post-migration; development and execution of Script Solutions to execute the migration in a timely and error-free manner; Windows 7 Deployment Documentation; Pre-migration compatibility and testing analysis of legacy hardware and applications in preparation for Windows 7 migration.

*May 2011 – July 2011* **Unilever IT Hardware Refresh Engineer** *at*UNISYS (Netherlands)

Contract role (2 Extensions)*:* Held responsibility for Core Server/Computer Builds, Laptop and Desktop Migrations and the migration of old DELL hardware to latest DELL machines. Supported the standardization of IT equipment to streamline support and costs; Proficient with prebuilt migration tools, validating the consistent transfer of end user data. Managed accurate inventory and stock control of IT equipment.

*Aug 2010 – Nov 2010* **IT Support Engineer** *at* Bond Technological Management Ltd (Netherlands)

Responsible for the daily support of customers’ IT infrastructure, and administration of customer satellite networks and high spec servers, appropriate IT maintenance; and roll out of customised PowerShell scripts to enhance productivity.

*Jul 2009 – Jul 2010* **IT EMEA Coordinator** *at* American Medical Systems Ltd

Provided daily IT support for regional offices in Amsterdam, France, Spain, United Kingdom and Germany (500 – 700 users). Deployed computers and new employee on-board training; controlled inventory and stock; held responsibility for server maintenance and software management. Upgraded desktop infrastructure for the EMEA Region.

*Jun 2008 – Nov 2008* **1st and 2nd Line IT Support** *at* IMC financial markets

Provided daily IT support for traders, and management of IT client infrastructure, for over 700 traders. Responsible for the testing of new applications and hardware. Managed the operation and maintenance of client infrastructure

*Aug 2007 – Jan 2008* **1st and 2nd Line IT Support** *at* Eurojust

Contract role (3 extensions): Employed by the judicial agency of the European Union; held responsibility for daily IT support for clients, and the management of the IT client infrastructure with over 700 users. Provided IT-infrastructure support to move server infrastructure to HVAC-controlled environment.

*Aug 2006 – Apr 2007* **Helpdesk Agent** *at* UNISYS

Based in Netherlands, and provided global IT support; responsible for daily IT support for Unilever clients, helpdesk calls, and support for over 350 applications.

**References:** Professional and personal references are available on request