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| **James Thomas Shane Garton**  **22 Eastwood Avenue, North Anston, Sheffield, S25 4AT**  **Telephone: 07474 315010**  **Email: james\_garton@outlook.com** |

**PROFILE**

I am a confident, enthusiastic, ambitious and dedicated person. I have excellent attendance and time keeping throughout my education and career. Warm, friendly and outgoing, I have a strong ability to perform effectively both within a team and independently to meet targets and goals. Have a passion for problem solving and providing the best customer service to people. I am constantly looking for something new to learn to advance, improve on my current knowledge to progress and push myself further within an organization.

**HOBBIES AND PERSONAL EXPERIENCES**

I am the sort of person who likes to know how things work, to be hands-on, to take on a challenge and to fix things or make them better. Nothing is too big or too small for me to handle. I am excellent at troubleshooting and fixing a given issue/device. I am normally the “go to” person for all my friends and family.

In my spare time, I build projects with complex electronic circuits powered by microcontrollers/computers using different coding languages including building websites for their web interfaces.

I like to research then build computers from scratch, from start to finish for both myself and other people together with fixing them when they go wrong.

I also have some experience in networking including cable termination, Modems, Switches, Routers, Access Points, Firewalls and VLANs. I do also really enjoy been on the road, visiting new cities, places and people.

**CAREER SUMMARY**

**6th July 2019 – Current** Volunteer - Paranormal Investigator for Paranormal Eye UK

In my spare time I am also a crew member for Paranormal Eye UK, traveling the Country visiting various locations in the race to explore the unknown. As a crew member I am responsible for the guests to ensure they are having a good time and to get them involved in group activates with the aid of computer equipment, suggesting new interactive ideas for the guests then fulfilling this by creating a closed website, maintaining this and adding new ideas along the way.

**1st July 2019 – 25th October 2019** AAG IT, Unit 3 Hazel Court, Midland Way, Barlborough, Chesterfield S43 4FD

* Technical Support Engineer for Multiple Accounts
* 1st to 3rd line duties including but not limited to answering phones and self-service tickets, ticket management and escalations, site visits and hardware installs and assisting other engineers

AAG is a medium MSP who provides remote and on-site IT support to a number of different clients including schools and hospices. Daily site visits are required for general maintenance and to fulfil service requests.

Some areas I worked on but not limited too was using monitoring tools to identify out of date devices in order to schedule in patches with the client, creating new on-premise accounts which synced to office 365, assigning licenses in 365 and installing the software on the user’s computers, assisting with installs including Adobe Creative Suite Products, remoting over to client computers to do remote support, visiting sites to troubleshoot network issues, updating, anti-virus deployment for new installs and updating, troubleshooting modems, replacing firewalls with new equipment on site, getting sites back online when gone down, implementing group policy’s to reduce problems, contacting third party company’s and providers to resolve issues for the customer.

**10th July 2018 – 28th June 2019** Miller Solutions Ltd, Carrwood Rd, Matilda House, Chesterfield S41 9QB

* Technical Support Engineer, Multiple Accounts and duties
* 1st Line Duties – Answering phone calls/emails, diagnosing problems and fixing them, logging support tickets
* 2nd Line Duties – Assisting 1st line staff, diagnosing advanced problems and fixing them, system builds and repairs
* 3rd Line Duties – Site visits to diagnose issues, network troubleshooting, installing / maintaining equipment
* Projects – Server install and configuration, business changes and migrations

Miller Solutions is a small MSP who provides remote and on-site IT support various clients and is a Dell and ZEN partner.

My role covered a wide range of areas from answering phone calls to advanced troubleshooting with occasional site visits to rectify given issues. I constantly tried to make improvements where possible to make complex and time-consuming tasks simple so that 1st level support could easily fulfil requests. One example of this is when I interlinked LDAP with SonicWall’s so VPN access could be granted via group policy instead of setup manually each time on the SonicWall. This reduced the amount of tickets passed through to second line support.

Some areas I worked on but not limited too was visiting sites to troubleshoot network issues, MS exchange, VPN, server installs, NAS drives, maintaining firewalls and modems, failover and load balancing, rebuilding corrupt profiles, hypervisors, assessing client needs before recommending hardware suitable for the needs, settings up new equipment for customers ensuring each client’s standard builds was in place, liaising with third parties to resolve issues, suggesting ideas to the in house software developer to enhance both internal and client side software, assisting team members and management, internal IT support, delegating workloads, automation, alerting, patching, upgrading, Active Directory and Group Policy, administering business Dropbox, anti-virus deployment for new installs and updating – isolating the virus if something was found to ensure integrity of the network, working hand in hand with other colleagues to migrate on-premise exchange to office 365, and creating documentation on the way.

**10th July 2017 – 28th June 2018** BT Plc, 3 Midland Way, Barlborough Links, Barlborough, Chesterfield, S43 4XA

* **24/7 S1 Technical Customer Support Engineer, Multiple Accounts (January 2018 to June 2018)**
  + Incoming calls from customers and engineers - assisting with various new or existing issues
  + Managing multiple mailboxes for both new and existing issues, logging new tickets where needed
  + Managing multiple account queues to make sure tickets meet SLA’s
  + Running daily checks for multiple accounts to ensure everything is running as expected
  + Server Monitoring within SCOM (System Center Operations Manager)
* **S1 Technical Customer Support Engineer for Adecco (July 2017 to December 2017)**
  + Incoming calls - assisting with various new or existing issues within Remedy and ServiceNow
  + Assisting with the creation and fulfilling user requests
  + Managing my own queues to make sure tickets meet SLA’s

With both roles, some of the fixes include but not limited to: rebuilding active directory profiles/outlook data files when corrupt, managing cisco telephony settings, creating and managing mailboxes and distribution lists, granting permissions within various applications including active directory, physically installing/deploying requested software, various account security including password resets and system recovery codes, monitoring servers on SCOM (System Center Operations Manager) for node downs and other warnings – connecting to the server where possible on VMWare to restart services or to restart the virtual machine to resolve the alerts, patching windows based systems when missing updates.

**20th May 2013 – 07th July 2017** DXC Technology, Manor Offices, Chesterfield, Derbyshire, S40 3QT

* DXC Technology, previously known as Computer Science Corporation
* Senior Service Desk Technician – BPSS Security Clearance, SC Security Clearance

I joined CSC with just one account then progressed to supporting most of the accounts CSC had to offer. I was made permanent CSC on 2 December 2013 from been taken on with Manpower Recruitment Agency. My role involved taking incoming Calls, E-mails and Instant Messages - assisting with various computer related issues and account management.

I designed a call capture tools for the entire service desk to use to make sure all data was captured and the appropriate troubleshooting steps was carried out resulting to saving time and more first call fixes for my whole team. I also assisted with training, ageing/kicked back tickets, managing the call center staff making sure phone calls was answered, floor walking – helping staff on their phone calls and taking manager calls.

Some fixes include rebuilding outlook data files, resetting cisco voicemail pins, unlocking mobile devices on BES/Good/Intune, setting up and resetting mobile pass accounts/VPN Certificates, Bitlocker/Safeboot encryption recovery, account management/password resets for SAP/AS400/Mainframe/AD account’s.

**3rd October 2012 – 31st March 2013** Leger Holidays Reservations Executive

**3rd October 2011 – 28th September 2012** Knowhow Customer Service

**1st December 2008 – Current** Richard III Society - Yorkshire Branch Website - www.richardiiiyorkshire.org

**4th June 2007 – 15th June 2007** Phoenix Computers - 2 weeks work experience while at school

**QUALIFICATIONS**

* Full UK manual Driving License No Points / 8+ years
* Linked In Windows 10 training with certificates Pass
* OCR Level 1 Key Skills in Communication Pass
* OCR Level 2 Certificate in Adult Literacy Pass
* OCR Level 2 National Certificate in ICT Merit
* BTEC National Certificate for IT Practitioners Level 3 Pass / Pass
* GCSE Electronics A
* GCSE Resistant Materials C
* GCSE Maths C
* GCSE English C
* GCSE Science D

References and full technology list available upon request