**ROBIN CHENEY**

9 East Glade Avenue, Sheffield, S12 4QH

Tel: (0114) 2654400 Mobile 07825730533

Email: robincheney@btinternet.com

|  |
| --- |
| An enthusiastic, hands-on IT professional with more than 19 years’ experience in IT Support. I have a proven track record of managing and maintaining servers and desktops in LAN/WAN network infrastructures and adopt a meticulous approach to ensure the smooth-running of business operations. Qualified to industry standards, I enjoy closely following the latest changes in technology and apply this to my duties wherever relevant. |

**KEY SKILLS:**

|  |  |
| --- | --- |
| Windows XP-Windows 7-8-10 | Windows Server NT4-2000-2003-2008-2012 |
| Exchange server 2003-2007-2013 | Server & Workstation Hardware/software |
| Symantec Backup Exec | Sophos based encryption software |
| Cisco ASA5505 | DNS, DHCP, WLAN, VPN |

**CAREER HISTORY:**

**Network support Engineer Progressive Care Feb 2018 – present**

My role at Progressive care almost mirrors my previous role with the addiction of CCTV network security camera systems using the Milestone product on 2012 servers throughout different care homes, all sites have been upgraded to windows 10 with Office 365 and office 2016 since February and I have upgraded from Windows 2008 server to 2016 within this time.

Supporting all users both in the head office and all remote sites via VPN’s and RDC

**Network support Engineer Phoenix Enterprises June 2003-Jan 11th 2018 redundant**

In my role at Phoenix Enterprises I hold sole responsibility for maintaining a network of 80 users across 6 offices with a Windows 2012 domain using Cisco based VPN’s for office connectivity. My varied duties have included; file and exchange server installation and management, network planning and installation, carrying out hardware and software fault diagnosis, including the maintenance and repair of IT systems, carrying out routine network management tasks including daily backups, anti-virus administration, user account management and other housekeeping tasks. Research, procurement and installation of new hardware and software when required. Installation and administration of Mitel telephone systems and able to plan and complete installations of CAT5-6 cable networks from scratch. Experience of WAN/LAN infrastructure support   
\*Good Working Knowledge of Cisco ASA Firewalls

**Installation Engineer Telewest Nov 2002 –June 2003**

Installation of Broadband internet, CATV and Telecommunications services to customers homes. Configuration of Windows and Apple Mac computers to be enable connectivity to Telewest services, offering technical IT Support to other engineers in the field.

**Network Support Engineer Hansen Corporation 2000–Sept 2002**

Technical Support Engineer supporting a network consisting of multiple NT4 workstations and servers. Supporting approximately 100 local users alongside a dedicated VPN link to corporate headquarters in Australia. Tasks included creating new user accounts and mailboxes, installing all software; ranging from MS Office 2000 to Oracle Applications. Fault finding on all hardware and software, including support to personnel in the field via PC Anywhere on a RAS (Remote Access Dial-in). Liaising with all organisational levels on a daily basis. PVCS Configuration Management and Version Control – ensuring development, test & UAT environments in sync, releasing software to test, UAT and production environments. Releasing software to clients (Building, encrypting & Documentation).

**Helpdesk support Allied worldwide 2000-00**

Working on a telephone helpdesk supporting users with a wide range of PC related problems. This included correcting configuration losses, details and standard user problems.

**QUALIFICATIONS & TRAINING:**

**MCSE Training AMRAF 2000-00**

With self-finance I undertook training towards the MCSE certification in NT4. I completed the MCSE NT4 in November 2000 and went on to the Windows 2000 MCSE for which I obtained my first two exams but due to work commitments haven’t carried them on to fruition sadly.

**Ecclesfield Comprehensive**

O'Levels - (5 achieved)

**REFERENCES**

Available upon request.