**Paul Denton**  
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2 Painthorpe Terrace, Wakefield, WF4 3HH.

**Personal Statement**I am highly motivated and experienced in IT Services / Data centre environments, with over 18 years working in the IT sector managing service and incidents from an IT operations service desk 24/7. I work independently and as part of a team. I have strong organisational skills, initiative and an eye for detail. I get on well with people at all levels, making strong working relationships. I am open minded and adaptable to new situations and different ways of working.   
Having spent 17 years working for the same company working up to the senior level within operations. I have gained a wealth of knowledge about systems and applications that run in IT environments. Since last year I have gained even more knowledge surround Microsoft and cloud-based systems, applications and integration. I have helped in bringing their service desk into line with modern ways of working and implemented ITIL working practices. Working closely with the operations manager with mentoring and training the first line technicians, documentation and leadership.

**Work Experience**

**Senior 2nd / 3rd Line Support Engineer October 2018 – July 2019 Bellingham IT**

Responsible for running the 2nd / 3rd line service desk. Receiving incidents and requests from 1st line support. Managing customer site visits, client review meetings and delivery management. Software and hardware installations at customer sites. Managing projects that involve operations at Bellingham IT. Client incident management. Change management for all changes that are implemented. Problem management. Covering for the Service Operations Manager in their absence. Managing the 1st line technical team with their daily work, mentoring, training, coaching and support.

**Experience and responsibilities**

* Experienced on O365 administration. Share point, Teams.
* Windows server (2008 – 2019) and windows desktop support and maintenance.
* Microsoft Azure AD administration and maintenance.
* DHCP/DNS configuration
* Backup strategies – Altaro, Data Shepheard, Live Drive.
* Firewall and router installation and maintenance.
* Hyper-V. Virtual Server
* Incident Management, Problem Management and Change Management.
* Network installation and maintenance.
* Project management that involved Operations.
* Monitoring and maintaining patch management on all customer equipment.
* Roll out Microsoft updates and patches to all servers when needed.
* Manage antivirus protection on client devices.
* Install and configure IT equipment at customer sites.
* Customer site visits. Service delivery management. Client review meetings. Issue trend analysis.
* Asset management.
* Research and fault finding.
* Development, training and mentoring to 1st line and work experience employees.

**IT Operations Technician Lead 2003 – 2018 (Redundancy) TSYS**

Responsible for the international data centre and IT environment while on shift. Providing 1st and 2nd line support on call business critical platforms and services running within the data centre. This included Incident Management, Service Management, Change Management, and SLA Management.   
Covering for the operations manager and standing in with his duties and responsibilities in his absence.

**Experience and responsibilities**

* Experienced on Z/OS, CA1, CA7, CA11, SDSF, JES2, TSO, CICS, RMF, AO, HMC Console, MQ, NDM/Connect Direct, IBM Sterling Integrator, ATL, IBM Control Centre, Spectrum Network Monitoring, Prognosis, IBM ICD, HP BSM.
* All Microsoft operating system-based platforms and applications. Knowledge of Linux and UNIX.
* Provided monitoring and 1st/2nd line support of the business-critical services running within the data centre. Including Mainframe, HP Non-Stop, credit and debit authorisations, server infrastructure and network infrastructures.
* Operational reporting and data analysis.
* Change Management – logging, reporting, escalation, risk assessment.
* Incident management, service management, problem management. Triage, management, escalation and resolution.
* Batch and workflow operations.
* Enterprise monitoring development and analysis – Tivoli, E-view, Netview, HP BSM
* Instrumentation / Tools support management and configuration – Control Centre, COSMO, Prognosis, Tivoli
* Client liaison and relationship management.
* Continual Service improvement and development – Automation and tuning, Operational process, tools, procedures, I&P, Monitoring & Service Request.
* Service level analysis and definition.
* Data Hall management and governance.
* Outage management – Process, efficiency, execution.
* Disaster Recovery and Business Continuity – Planning, test, development and execution.
* Documentation creation, update and governance.
* In the absence of the manager ensure staffing levels are maintained and operational responsibilities are not compromised as a result.
* Attend management meetings, host international daily incident briefings.
* Responsible for the training and development of new team members
* Work on various projects relating to service improvement / Application improvements within Operations.
* ITIL foundation completed.

**IT Server Technician 2002 – 2003 TSYS**

Responsible for the TSYS International Data Centre server environment while on shift. Providing 1st and 2nd level support to all platforms running within the data centre. Monitoring of file transmissions to and from the server environment.

**Media Technician 2001 – 2002 TSYS**

Responsible for the disaster recovery procedures. Backups for the mainframe environment and server systems. The day to day management of the Media with in the data centre.

**Security Supervisor 1999 – 2001 Commercial Estate Management**

Responsible for a team of security guards providing security to a multi company office complex.

**HM Forces 1994 – 1999**

Army (Royal Armoured Corps, 1st the Queens Dragoon Guards)

Positions Held

* Challenger tank crewman, driver/gunner.
* Motor transport HGV driver.

Postings

* 3 years spent in Germany.
* 6 months tour of the former Republic of Yugoslavia (Bosnia)
* 2 years Catterick, North Yorkshire.

**Education**

15 GCSE’s **1987 - 1994 Tring School, Tring, Hertfordshire.**

**ITIL Foundation**

**Personal Skills**

Honest, Competent, Flexible, Determined, Loyal

**Interests**

I am a family man, who enjoys spending time relaxing at home with my wife Julie and 3 childre. I’m also interested in computers, reading, sports and films.

Driving licence – Full + HGV (Clean)

**References**Available on request