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**Personal Statement**  
I am a highly competent, flexible and loyal IT professional with over 20 consecutive years of experience in networking/IT projects and IT support.  
I have strong technical skills as well as excellent interpersonal skills, enabling me to interact with a wide range of clients at all levels. I am eager to be challenged in order to grow and further improve my IT Skills. I hope to bring my technical know-how to benefit other people and organisations.

**Personal Attributes**

Excellent communication skills both verbally and written  
Excellent time management  
Great team worker who can lead others  
Flexible with a positive attitude

**Key Skills**

HP Servers and configuration  
Microsoft Windows HyperV  
Windows Server 2019/2016/2010.2008/SBS  
Exchange 2016/2013/2010/2007Office 365 management  
All Windows desktop versions and Office products  
Routers/Switches/Aruba Wireless systems/Draytek  
Patch cabinet Management  
WatchGuard Firewall Technologies, VPN’s and WAN’s  
Mimecast and Vircom Email Security  
Vipre antivirus management and rollout  
Arcserve Backup and replication  
Bitlocker Encryption  
  
**Employment**

**1996-1998 – Raven Computers**  
Early IT experience building and installing operating systems on PC’s  
Visited customer sites with field technicians to gain experience.

**1998 – Present – KS Services LTD**  
  
Worked in computer workshop building PC’s and installing operating systems.  
Progressed very rapidly into a field technician role visiting sites providing break/fix support.  
With gaining experience I progressed further in the company to where I am now.  
  
Currently I provide high level technical support for over 150 clients both onsite and remotely.  
I meet strict SLA’s and contribute to continually enhance performance figures expected from management, whilst sustaining excellent rapport with clients.  
I am able to work independently and effectively in a busy, fast paced environment with the ability to research problematic issues if needed.  
  
I am responsible for planning and installing IT hardware/software/networking projects for new/existing clients, ensuring a timely completion and customer satisfaction.  
I then provide ongoing support expected as part of a technical team which include comprehensive use of the internal ticketing system, logging calls and taking ownership of them,  
  
I frequently liaise with company directors and other IT professionals on a daily basis to deliver maximum efficiency when working on demanding projects and support issues.  
  
I provide technical assistance when required for other colleagues on projects and other support calls.  
  
I often assist junior members of the team and provide a point of escalation for difficult support calls ensuring they learn and develop their skills. Involved in the training of junior members so they can further progress into hardware/software and network installations.  
  
I ensure fact finding documents are kept up to date with client and site information. This includes setup/passwords and other critical information.  
I create technical (site specific) guides for the technical team knowledge base.  
  
**Interests**  
  
I enjoy travelling with my family. I am a keen football fan and have been a season ticket holder at Bradford City for over 30 years.  
I also have a varied interest in other sports.  
  
**References**

References are available upon request.