Patrick D Sugden

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Personal Statement

I consider myself to be; a responsible, hard-working, flexible, resourceful, motivated, conscientious and punctual individual. I recognise the importance of effective communication and interact well with clients and other members of staff. I conduct myself in a professional manner at all times and have a positive attitude towards my duties. I have a genial personality and a patient manner combined with a good sense of humour, which I feel makes me approachable and accommodating. I believe that I now have the necessary skills and understanding to progress further with my career. I am keen to meet the challenges of improving my capabilities and would welcome the opportunity of further progression. I believe that professional development is vital if standards are to be met and improved and I am committed to extending my knowledge base and practical expertise. I am 29 years of age and in good health and possess a clean driving licence.

Work Experience

Rollout Engineer (July 2019 – Present)

**WebHelp UK**

Adwick Park, Manvers, Swinton, Rotherham S63 5NA

My day to day duties include but are not limited to: Arranging delivery of new equipment as well as disposal of old equipment, arranging the implementation of windows 10 installation with the site’s operational team, rollout of windows 10 image across multiple sites across the country within a timely manner, providing support to those who have received the update and are experiencing some issues and weekly reporting to our teams manager based at a different site. My involvement with this has allowed me to

Technologies Used Daily

* Microsoft Operating Systems (Windows 10)
* Microsoft Deployment Toolkit
* Microsoft Office 365
* Microsoft OneNote
* Skype for Business

1st Line Service Desk Contractor (May 2018 – July 2019) **BT IT Services**

3 Midland Way, Barlborough, Chesterfield S43 4XA

My day to day duties include but are not limited to: Taking first line service desk calls and using call management tools to resolve calls within SLA, providing advice to users when necessary, liaising with other members of staff to facilitate repairs, technical fault diagnosis and problem solving, installation of software as requested by the end users, user account administration. This involvement has helped to compound my knowledge and experience of IT support within a large-scaled business.

Technologies Used Daily

* Microsoft Operating Systems (XP/7)
* Microsoft Office (2010/2013)
* Microsoft Lync 2010
* Microsoft Exchange Server 2010
* Active Directory
* Citrix
* BMC Remedy ITIL
* vRD - Visionapp Remote Desktop
* Skype for Business
* Websense Mail Filter
* Egress Email Encryption Software
* Condecco Room Booking System

1st Line Service Desk Analyst (June 2016 - May 2018)

**HCL**

The Workstation, 15 Paternoster Row, Sheffield, S1 2BX

My day to day duties include but are not limited to: the installation of hardware and software as required by clients, using call management tools to resolve calls within SLA, providing advice to users when necessary, liaising with other members of staff to facilitate repairs, technical fault diagnosis and problem solving, keeping track of company assets on CMDB, installation of software required for a standard build, preparing devices for delivery and stock management, user account administration. This involvement has broadened my knowledge and experience of IT infrastructure within a large-scaled business.

Technologies Used Daily

* Microsoft Operating Systems (XP/7/8.1)
* Microsoft Office 2010
* Microsoft Office 365
* Microsoft CRM 4.0
* Microsoft Exchange
* Active Directory
* Citrix
* Dameware
* Service Now

IT Technician (Mar 2016 - May 2016)

**Next plc**

Unit 2 Brookfield Park, Manvers Way, Wath upon Dearne, S63 5DF

My day to day duties include: setting up tablet devices with windows 8.1, installation of software required for a standard build, making sure that the database is always up to date, preparing devices for distribution in accordance to the required delivery for the project, coordinating with the rest of the team to facilitate efficient productivity.

IT Engineer (Apr 2015 – Mar 2016)

**Synergy-UK IT Business Solutions**

822 Attercliffe Rd, Sheffield, South Yorkshire, S9 3RS

My day to day duties include: the installation of hardware and software required by clients, management of SBS servers belonging to clients, providing technical support and remote desktop support, Support for hosted systems, travelling between multiple locations when necessary for onsite support and arranged visits, technical fault diagnosis and problem solving, setup and support for hosted VoIP telephone systems, providing quotes for any new business, procure equipment as requested by clients, user account administration. This involvement has given me valuable knowledge regarding the infrastructure and support for small businesses as well as experience with a wide range of customers to meet their needs.

Technologies Used Daily

* Microsoft Operating Systems (XP/7/10)
* Microsoft SBS server (2011)
* Microsoft Server (2008/2012)
* Microsoft Office 2010
* Microsoft Exchange
* Active Directory
* TeamViewer
* Dreytek Routers
* Gamma/Horizon VoIP Telephone Systems
* Mail distiller

Junior Deskside Engineer (Nov 2009 – Apr 2015)

**Capita IT Services**,

Derwent House, 150 Arundel Gate, Sheffield, South Yorkshire, S1 2JY

My day to day duties include: the installation of hardware and software as required by clients, using call management tools to resolve calls within SLA, providing advice to users when necessary, liaising with other members of staff to facilitate repairs, travelling between multiple locations for on-site jobs, technical fault diagnosis and problem solving, Managing Backup tapes and file restores creation and implementation of solutions, disposal of outdated and irreparable equipment, report writing of job status, user account administration. This involvement has given me valuable knowledge and experience about the wider issues of being an IT Engineer and promoting the smooth running of service while resolving any Technical issues that arise.

Technologies Used Daily

* Microsoft Operating Systems (XP/7)
* Microsoft Office 2010
* Microsoft Exchange
* Active Directory
* Websense
* Citrix
* Dameware
* Cisco VPN RAS

Level 2 IT Technician (Jun 2008 – Jun 2009)

**Livetech**,

50 Shoreham St, Sheffield, South Yorkshire, S1 4SP

My day to day duties included; technical diagnosis and remedy, technical support for customers (face to face and telephone), custom computer builds, refurbishment of outdated IT equipment, recycling and disposal of irreparable IT equipment. This involvement has given me a brilliant foundation in which to better develop my knowledge and skills in IT technical services.

Technologies Used Daily

* Microsoft Operating System (XP)
* Microsoft Office 2003/07
* Linux Operating Systems (Ubuntu, Debian, etc.)

Health Care Apprentice (Sep 2006 – Nov 2007)

**NHS Sheffield Teaching Hospitals**,

Herries Rd, Sheffield, South Yorkshire, S5 7AU

My day to day duties include; caring out personal, physical and psychological care for patients, work as directed by the senior staff, administrative documentation, general housekeeping of work environment, communication with other members of the multi-disciplinary care team and relatives.

Education

**Level 3 NVQ - City & Guilds Apprenticeship,**

**On Placement education with Capita** (Nov 2009 – Jan 2012)

ICT Professional Competence

**Level 2 NVQ - City & Guilds Apprenticeship,**

**On placement education with Livetech** (Jun 2008 – Jun 2009)

IT Practitioner

**Level 2 BTEC - Sheffield Castle College Apprenticeship,**

**Granville Rd, Sheffield, South Yorkshire, S2 2RL** (Sep 2006 – Nov 2007)

**& Onsite Placement at Sheffield Teaching Hospitals**

Health & Social Care

**GNVQ Level 2 - Sheffield Peaks College, Waterthorpe Greenway, Sheffield, South Yorkshire S20 8LY** (Sep 2005 – Jul 2006)

Health & Social Care

Skills

My current skills include but are not limited to; Driving, Problem solving, Ability to work autonomously and as part of a team, Good organisational skills, Good communication skills, good interpersonal skills.

Hobbies and Interests

**Interest in Magic**  
I am currently in practice as a magician in my spare time and have been invited to take part in local events, including one in the centre of Sheffield.

**Movies**  
I tend to enjoy watching and discussing movies when with my friends.

References

**Available upon Request**