**SOFTWARE**

|  |  |
| --- | --- |
| * Windows 10/8.1/7/XP * Microsoft Exchange 2010 * Microsoft Office (2007, 2010, 2013, 2016) * Office 365 * Avaya Site Administration * VMware Horizon * Advanced Legal Enterprise * Microsoft Dynamics NAV * Egress * Imaging (Ghost, WDS, MDT, SCCM) * IPFX * Cisco Unified CM Administration * ActiveSync * Backup exec 2010, 2013, 2014 * Safecom Administration   **HARDWARE** | * Active Directory * CRYPTOcard * Bitlocker * Sophos Mobile Security * McAfee Endpoint Encryption * McAfee ePolicy Orchestrator * AutoTask * Atlassian JIRA * Citrix * FuseMail * Mimecast * FTP * Supportworks * Acturis * Proclaim (Eclipse Legal) * TeamViewer * UltraVNC * Nutanix * Sage * Cisco AnyConnect Secure Mobility Client (VPN) |
| * Desktops (Dell) * Laptops (Dell, HP) * Microsoft Surfaces * Printers (Xerox, HP, Ricoh) * Blackberry, iPhone * iPad * Android * Desk Phones | * Backups (Tapes) * Phones (Cisco, Avaya, Yealink) |

**Summary**

A disciplined, focussed and highly-motivated IT professional with strong technical skills and knowledge capable of identifying and resolving issues promptly and effectively. A strong communicator with effective negotiation skills and a pragmatic approach enables natural relationship building. A considerate individual with a strong dedication to helping others. Reacts to new challenges that may arise with a prompt and positive attitude, making difficult decisions where needed and taking ownership of key issues. Valued and liked by the user base and colleagues for going that extra mile and striving for success in all tasks undertaken.

**James Wrigglesworth**

Mobile:- 07540328395

Email:- [jamesdwrigglesworth@gmail.com](mailto:jamesdwrigglesworth@gmail.com)

**IT Support Analyst**

**Key skills**

**Employment History**

**Hardy Fisher**

1st/2nd Line Support Analyst 07/2019 – 11/2019

* Providing service desk support via email and telephone to external companies who have servers hosted in our datacentre
* One of the most experienced members in a small team
* Successfully fixed and configured a WSUS server on my first day
* Responsible for managing the ticket queue, ensuring that tickets have been categorised correctly and allocated appropriately
* Required to do a lot of work in Office 365 as many of our clients have migrated onto it

**Minster Law**

IT Support Analyst 06/2018 – 07/2019

* Part of a small service desk team providing first and second-line support to 500 users
* Communicate with users via email, telephone and face-to-face
* Responsible for tracking incident tickets in JIRA
* Troubleshoot faults on supported IT services which include Windows 7 & 10, iPhone, Microsoft Exchange 2010, Microsoft Office 2010 & 2016, CRYPTOcard, Bitlocker, Windows Server 2012 and bespoke applications
* Escalate problems to third parties or internal teams when necessary
* Creating new accounts/groups using Active Directory
* Patching Microsoft updates on live servers out of hours
* Creating new mail accounts, public folders & managing distribution lists using Exchange & Active Directory
* Setting up new phone accounts using Avaya Site Administration
* Creating user guides to build the knowledge base
* Processing requests for starters, leavers and internal transfers
* Carrying out numerous checks every morning to ensure all systems are working
* Typically close between 100-200 incidents a week

**KEY PROJECTS / ACHIEVEMENTS**

|  |
| --- |
| * Awarded Newcomer of the Year 2013 * Windows Deployment Upgrade 8.1 (from 7) * Windows Deployment Upgrade to 10 (from 8.1) * Microsoft Office Upgrade to 365 (from Office 2013/2007) * Joined UK General Insurance Group as an apprentice and became one of the key members of the service desk team * Moved the One Commercial company website from an expensive host to 123-reg, saving the company money and allowing us to maintain the website ourselves using the 123-reg website builder |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
| . |
|  |

|  |
| --- |
| **PERSONAL SKILLS**   * Strong Communicator with adaptive styles * End user focused approach to work * Forward thinking with problem solving mentality * Eager to learn and take on new skills * Willingness to accept responsibility when delegated * Confidence to manage relationships with Third Party suppliers * Ability to mentor, coach and train * Comfortable working within a changing environment * Ability to effectively communicate with technical colleagues and suppliers * Professional, courteous and rapid response approach to tasks * Full clean driving license |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

**INDUSTRY EXPERIENCE**

|  |
| --- |
| * Insurance * Law |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
| . |
|  |

**QUALIFICATIONS**

**GCSE’s (C and above)-**

* English
* I.T. Level 2
* History
* Maths
* Biology
* Physics

**A Level’s (E and above)-**

* English Language
* I.T.
* History

**Other-**

* Level 2 NVQ Certificate in Customer Service
* SDI – Service Desk Analyst
* Edexcel BTEC Level 3 Extended Diploma in ICT Systems and Principles

**One Commercial Limited**

IT Support Analyst 04/2016 – 06/2018

* Being the sole provider of first/second-line technical support for the entire company
* Maintain the IT infrastructure and provide first/second-line technical support to internal users both face to face and remotely
* Troubleshoot faults on supported IT services which include Windows 10, Blackberry, iPhone, Microsoft Exchange 2010, Microsoft Office 2007 2013 2016, CRYPTOcard, Bitlocker, Windows Server 2012 and bespoke applications
* Install and maintain all hardware/software and keep records up to date in the asset register
* Record, manage and resolve incidents/service requests within the Supportworks
* Escalate problems to third parties when necessary
* Creating new accounts/groups using Active Directory
* Organizing & carrying out desk moves
* Patching network ports
* Creating new mail accounts, public folders & managing distribution lists using Exchange & Office 365
* Setting up new phone accounts using Cisco Unified CM Administration & IPFX
* Creating user guides to build the knowledge base
* Managing the company website (Drupal)
* Ensuring starters/leavers have been processed fully

**REFERENCES**

Available upon request

**CONTACT DETAILS**

E: jamesdwrigglesworth@gmail.com

T: 07540328395

**INTERESTS**

* Music
* TV
* Sports
* Gaming

**UK General Insurance Group**

IT Support Analyst 02/2013 – 04/2016

* Maintain the IT infrastructure and provide first/second-line technical support to internal users both face to face and remotely
* Troubleshoot faults on supported IT services which include Windows 7/8.1/10, Blackberry, Android, iPhone, Microsoft Office 2007 2013, CRYPTOcard, McAfee Safeboot, Windows Server 2012 and bespoke applications
* Install and maintain all hardware/software and keep records up to date in the asset register
* Record, manage and resolve incidents/service requests within the Supportworks and Track-IT service tools
* Managing problems with core business applications and raising these issues with the third parties
* Looking after the backup tapes and ensuring backup jobs have run successfully and tapes are catalogued correctly
* Creating new accounts/groups using Active Directory
* Organizing & carrying out desk moves
* Patching network ports
* Creating new mail accounts, public folders & managing distribution lists using Exchange
* Supporting company mobile phones
* Setting up new phone accounts using Cisco Unified CM Administration & IPFX
* Building/imaging laptops, desktops and Microsoft Surface tablets via Ghost, WDS & MDT
* Creating user guides to build the knowledge base
* Ensuring starters/leavers have been processed fully