Andy Borejko

84 Egerton Street

Denton

Manchester

M34 3PW

Email: [andyborejko@gmail.com](mailto:andyborejko@gmail.com)

Tel: 07949 140 222

DOB: 15 February 1967

Nationality: White British

**Personal Statement**

I am currently employed as a Deskside Support Engineer IV.

I am keen, conscientious, reliable, hardworking and committed to the ‘Customer First’ principle, I have a passion and aptitude for problem solving and very much enjoy the sense of personal achievement upon a successful resolution.

Keen team player but equally capable of using my own initiative and working unsupervised. Always willing to undertake further training whenever necessary.

I pride myself with the fact I have no sickness absence since 1998 up-to the present.

**Skill set**

Hardware / Software installation and configuration of Desktop, Laptop and Server.

Hardware installation of network switches and related patch panels.

Hardware / Software investigation and fault resolution.

LAN / WAN experience

Windows OS (all) Deployment using SCCM, MDT, PXE and local installations.

MS Office suite deployment / configuration.

IOS installation / Configuration / fault resolution.

Symantec backup and security product installation and configuration.

RSA Hardware / Software token administration.

Becrypt administration.

Bitlocker administration.

Active Directory administration – User account, Home drive, Folder access creation and permission setting.

Use of Remote support tools including ILO, SCCM, Bomgar, MSTSC, Skype and other third party / bespoke software.

WSUS patching on airgap network

McAfee ePolicy Orchestrator on airgap network.

Symantec, Veritas network backup.

Methodical approach to service issues.

Excellent customer facing, communication and interpersonal skills.

**Work Experience**

NT4 to W2K to XP to Win 7 to Win 10 Hardware and software rollout programs including application and user data transfer.

Royal Mail Managed Print Services program UK team lead.

Royal Mail Container Label Printer National Technical SME.

National Grid UK team lead for hardware refresh Desktop / Laptop.

National Grid UK team lead for OiTH (Office in the Hand) rollout XP – Win7.

**Qualifications**

Microsoft Specialist, Win7 Enterprise Desktop Support Technician

MCP 2000 Server

MCP 2000 Workstation

MCP NT4 Workstation

ISM (Institute of Supervisory Management)

**Employment History**

01/10/17 to Present

Company: FDS (Field Delivery Services)

Job Tile: Desktop Support Engineer IV

Job Role: Client site visits around the North West area to resolve hardware / software break fix activities

Reason for leaving: VR on 20/12/19

03/04/17 to 30/09/17

Company: DXC

Job Title: Desktop Support Engineer IV

Job Role: Client site visits around the North West area to resolve hardware / software break fix activities

Reason for leaving: TUPE into FDS

02/6/03 to 02/04/17

Company: CSC (Computer Sciences Corporation)

Job Title: Desktop Support Engineer II – III - IV

Job Role: Multiple project roles - Client site visits around the North West area to resolve hardware / software break fix activities

Reason for leaving: TUPE into DXC

06/07/92 to 01/06/03

Company: Royal Mail

Job Title: Postman – Postman Higher Grade – Delivery Office Manager – IT Technician

Job Role: Multiple Team Leader project roles to Royal Mail / Parcel Force and Post Office sites throughout the UK

Reason for leaving: TUPE into CSC

1989 to 1992

Company: Stoneswood Ground Equipment

Job Title: Toolmaker

Job Role: Manufacture of metallic objects from detailed Technical Drawings

Reason for leaving: Redundancy

1987 to 1989

Company: Davies & Metcalfe Ltd

Job Title: Apprentice Mechanical Production Engineer – Mechanical Production Engineer

Job Role: Fitting and Manufacture of Pneumatic / Hydraulic braking system for Trains

Reason for leaving: Career Progression

1985 to 1987

Company: E Pass & Co Ltd

Job Title: Apprentice Mechanical Production Engineer

Job Role: Fitting and manufacture of under pressure drilling equipment and trepanning machines

Reason for leaving: Redundancy