**CURRICULUM VITAE**

**Harold Steele**

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**LinkedIn** [**uk.linkedin.com/pub/harold-steele/24/13/962/**](http://uk.linkedin.com/pub/harold-steele/24/13/962/) **Driving Licence:** Full

**Profile:**

A confident leader within the computing industry with strong analytical skills and the ability to remain calm and collected under pressure .I have a passion for delivery and an eye for quality along with being highly self- motivated with the ability to set and achieve stretching targets

I am an effective communicator who possesses excellent interpersonal skills with proven ability to build strong relationships at all levels and to manage change programmes efficiently, sensitively and to deliver within timescales.

**Employment details:**

**SE Ltd. April 2014 – Present**

**Having set up my Limited company, my task is to l**iaise with current agencies to secure contracts within large companies in need of professional services to complete their projects.

These projects included rollouts for:

* Blackpool & The Fylde College
* Chester University
* Ford UK Bank
* HMRC UK
* NHS RJAH Hospital
* NHS GMCSU

Key responsibility to plan, schedule and implement rollouts of IT hardware and associated software across multiple sites and locations for a number of organizations working both individually and managing teams of other engineers.  
  
Providing post installation support and training for both new and existing users on the operating systems and software covering both PC’s and printer configuration and providing user documentation when needed.  
  
Providing post implementation support for users.  
  
Troubleshooting user issues and providing real time support through to resolution.  
  
Proving technical training to both new engineers and refresher training for existing engineers

**BBC Media City-Manchester and London project leader (contract) May 2011 - April 2014**

Key Responsibility- To take the lead on technology and infrastructure projects for the BBC’s site construction and development for both the BBC West 1 project and Project North, ensuring that the correct technology and infrastructure was in place in the new building and the decommissioning of BBC Television Centre

* Strong negotiation skills and managing relationships
* Well rounded consulting skills and the ability to adopt a collaborative working style whilst providing strong leadership and direction
* Driving and delivering cost savings into the BBC ensuring that the project was delivered on time and within budget
* To work with different areas of the business to ensure that key issues which are impacting on delivery are resolved
* Excellent analytical skills and understanding of root cause and the ability propose, implement and drive new solutions to business issues, resulting in improved efficiencies and end customer satisfaction
* Working across organisational boundaries with all areas of the business to build relationships, share best practise and drive operational excellence.
* Providing briefings, FAQ’s and Quick Reference Guides to all end users during the rollout.
* Installed VCS and other production software application across the BBC covering approximately 1,300 desk positions
* Assisting in the VOIP AVAYA telephone system
* Reassigning ,decommissioning and disposing of BBC computer and production equipment and maintaining asset logs
* Working within CDM areas and ensuring that the appropriate Health and Safety procedures are being implemented

**Manchester Police –Project Team Leader (contract) October 2010-May 2011**

Key responsibility-Leading a team of 9 computer engineers in the implementation and delivery of the AVAYA IP telephone system with the Manchester Police covering 5000+ desk positions

* Working to fixed timescales and strict budgets and responsible for ensuring that these were adhered to
* Arranging appointments with police stations across the GMP area to install the new IP telephone system
* Installing VOIP AVAYA plus a number of MITEL telephone systems in GMP safe houses ensuring high levels of security were maintained at all times so the safety of the victims were not compromised
* Ensuring that the site technology teams were engaged and that support packages were in place(FAQ’s and reference guides)

**Santander Bank-Project Team Leader (contract)****April 2010-October 2010**

Key responsibility- To deliver a printer refresh programme across all Santander offices across the UK

* Led a virtual Team to deliver installation of MFD printers across 20 Santander offices across the UK
* Ensuring delivery of the project within timescales and budgets
* Working in partnership with the supplier of the printers,(Toshiba) to ensure deliver of equipment to the site to enable the networking of the equipment to be completed in a timely manner
* Designed and produced end user manuals for end users covering printing ,faxing scanning and copying functions
* Production of fault reports and installation reports

**Virgin Media 2nd Line support Engineer (contract) November 2009-April 2010**

Key responsibilities-Supporting 2nd line support, supporting remote systems of Virgin Media

* Taking telephone enquiries from internal customers in relation to application faults
* Providing solutions and resolution to faults within agreed SLA’s

**Bank of America –Second line Support Team Leader June 2005-November 2009**

Key responsibility-To support Bank of America on Behalf of Computacenter to lead a team of 10 computer engineers in 2nd and 3rd line support for 3000 number of end users

* Streamlined existing process and created new processes for the Hardware Break-fix team to work to
* Reduced the number of fault calls sitting in queues awaiting resolution from an average of 200 to 30 within 3 months through increased productivity and work practises.
* Supporting online servers, software and hardware including out of hours.

**Technical experience**

SCCM Basic

Active directory Intermediate

Group Policy Basic

PC break/fix Advanced

HP printers Advanced

MS Office Advanced

Team lead Advanced

Deployment Advanced

CAT5/6 Patching Intermediate

TCP/IP Advanced

Lync Intermediate

Systems Administration Intermediate

Windows OS XX Intermediate

VM/Ware Intermediate

Software installation Advanced

Call routing/hunt groups Intermediate

AVAYA Basic

CRM software Basic

EMIS Web Intermediate

Docman Intermediate

Lexacom Intermediate

Label Trace Intermediate

System One Intermediate

**Education**

**Shorefield School, Liverpool.**

6 GCSE Passes (C and above) including Maths and English

**Millbrook College, West Derby, Liverpool 1987-1989**

BTEC HND computer studies

CSCS card expires 2016