**Philip Wong**MCITP, BA (Hons)

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**Profile**

Dedicated, tenacious and commercially aware Deployment Engineer with 1st & 2nd Line Support/IT Technician/Desktop Supportexperience working within a variety of large public and private sector organisations including Greater Manchester Police, Network Rail and the NHS. Currently studying to complete PMI Certification.

Excellent diagnostic and troubleshooting abilitieswith expertise across a range oftechnical/ITprocedures underpinned by strong interpersonal, communication, customer service and stakeholder management skills.

A history of maximising efficiencies to consistently achieve all pre-set targets through skilled multi-tasking and effective management of complex andsimultaneous demands with precision and compliance to company policies.

**Core Competencies**

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| * Troubleshooting (OS & Hardware) | * Stakeholder Support | * End User Support |
| * Seamless Migration | * Collaborative Team Member | * Commercially Aware |
| * Remote Support | * Customer Service Excellence | * Tactful & Friendly Manner |

**Technical Expertise**

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| --- | --- | --- |
| * VMWare and IceWarp | * Active Directory | * VNC, DameWare and Bomgard |
| * Wins XP/2007 | * Technical & Diagnostic | * Software Installation - Mac & PC |
| * Exchange Server | * Windows Servers 2003/2008 | * Citrix |
| * Office 2010/Office 365 | * Windows 10 | * SCCM |

**Career Summary**

**Deployment Engineer/ Support Engineer/Field Engineer (Contractor) | Sep 2014 - Present**

* Reporting to the IT Manager and Project Manager and responsible for supporting users computers and servers -covering 5000 computers, 2500 laptops and 12 servers- Desktop/Network/Infrastructure support
* Oversee all aspects of maintaining a seamless IT function to support the operation of the business
* Build and foster strong relationships internal customers and act as a trusted advisor to resolve issues promptly
* Follow documented procedures and planning, and ensure compliance with all company policies whilst on site
* Maintain backups, compliant Software licenses, update hardware inventory, package software and becrypt
* Configure Cisco phones
* Configure network switches (Cisco, Extreme, HP Procurve) and Wi-Fi access points (Cisco, Aruba, D-Link)

**Key Projects/Tasks**

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| --- | --- |
| * MS Server/MS Exchange maintenance | * Backup user profile using Windows Easy Transfer |
| * Release IP address | * Rebuild PC with Windows 7 operating system |
| * Use SCCM to transfer software onto user machine | * Setup Outlook and Network Printers |
| * Becrypt Laptops for users using VPN and Citrix | * Upgrade and deploy Windows 7& 8.1 |
| * PC upgrades and software installation | * Configuration of Desktop packages |
| * PC, Mac and Laptops build and fix | * Desktop Deployment |
| * Antivirus installation, Firewall & Web Filter | * Archive users email accounts to Clouds |
| * VoIP telephone fix and EPOS system maintenance | * Office 2011 software rollout |
| * Upgrade Macs to Windows 365 & Windows 8.1 | * Active Directory user setup |
| * Hardware configuration and installations | * CPU Fix/PC systems status |
| * Cat5e network cabling | * Wintel Desktop administration |

**Key Achievements**

* Assist in the training of new staff and deputise for the IT Manager in their absence

**Contract Summary for Engineer Roles**

Service desk Team Lead Galaxy Optical Services Feb 2018 - Present

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| Support Engineer  Senior Engineer Lead | Manchester University  Greater Manchester Police | Dec 2017 – Jan 2018  Apr 2015 – Nov 2017 |
| Deployment Engineer | Network Rail | Oct 2015 |
| Deployment Engineer | Greater Manchester Police | May 2015 - Oct 2015 |
| Deployment Engineer | NHS Pensions Agency | Mar 2015 - Apr 2015 |
| Support Engineer | Americana International Ltd T/A Bench | Mar 2015 |
| Field Engineer | Phoenix IT Infrastructure | Sep 2014 - Feb 2015 |

**Service Desk Support Analyst/Helpdesk Support/1st &2nd Line Support | Feb 2011 - Jul 2014**

* Provided technical solutions to support IT operational requirements on end user systems and back office infrastructures
* Conducted system maintenance work by monitoring network and system health
* Took preventative measures to achieve higher level of system resiliency
* Acted as 1st point of contact and used internal Helpdesk system to log, manage and update all call details
* Undertook technical fault finding and diagnostics and provided first time fixes where possible
* Provided excellent customer/end user service to support business operations
* Liaised with managers to query and challenge assumptions concerning problem areas and resolution.
* Fixed Mobile devices eg laptop, iPad, iPhone
* Identified and escalated calls to other teams/IT Manager when appropriate
* Set up new users and disabling expired accounts in accordance to HR requirements
* Maintenance on printers, scanners, VOIP and EPOS system, and used VNC Remote help
* Worked with Active Directory and Group Policy in user setup
* Maintained knowledge of policies, procedures, plans and objectives through the generation of files and reports, and communicated relevant information to key members of staff
* Provided diagnostic and repair services liaising with outside agencies to co-ordinate maintenance and repairs of ICT equipment and maintaining all relevant documentation

**Contract Summary for Support Roles**

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| --- | --- | --- |
| Service Desk Support Analyst | Christies Hospital | May 2014 - Jul 2014 |
| Helpdesk Support | Principle One | Mar 2014 - May 2014 |
| 2nd Line Support | Hubron Pharmaceuticals Ltd | Dec 2013 - Feb 2014 |
| 1st & 2nd Line Support | NHS Trafford | May 2013 - Nov 2013 |
| Computer Repair Technician | Small Independent Business | Jul 2012 - May 2013 |
| IT Technician | Manchester College of Art & Technology | Feb 2011 - Jul 2012 |

**Earlier Career History**

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| Assistant | Family Owned Business(Restaurant) | 2008 - 2010 |

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| Financial Advisor | HSBC Bank | 2004 - 2008 |

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| IFA Independent Financial Advisor | Inter Alliance | 2002 -2003 |
| Financial Advisor | City Financial Plc | 2001 - 2002 |

**Education, Training and Qualifications**

PMI Project Management | Learning People Current study

Microsoft Certified Information Technology Professional (MCITP) 2011 - 2012

70-640 - Active Directory Configuring | 70-642 - Network infrastructure Configuring | 70-646 - Server Administrator

Microsoft Technology Associates (MTA) (Now MCP Qualified) 2010 - 2011

Active Directory | Security | Network

Financial Planning Certificate - FPC1, FPC2 & FCP3 2001 - 2003

BA (Hons) in Business Management 1995 - 1998

A Level -Law (A), Economics (B), Accounts (C) 1992 - 1994

**Personal Interests**

I am passionate about football and play in a Sunday league as well as going to the gym on a regular basis. (Former reserve playerfor Everton Football Clubfrom 1988 until 1990.)