Simon Foster

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**PERSONAL PROFILE**

An experienced IT Systems Support Engineer with effective communication skills at all levels within an organisation. I thrive on new challenges and believe in the importance and value of providing effective technical customer service. I have developed a wide range of teamwork and problem-solving skills; ultimately ensuring user outcomes/SLAs are met. Now seeking next rewarding opportunity to make an effective contribution in a successful end user customer focused team.

**EXPERIENCE**

**FEB 2019 – Present** [**Morgan**](http://www.swissre.com/) **Sindall Group PLC UK Wide**

*Windows 10 Delivery Analyst*

* Windows 7 to Windows 10 full life cycle deployment from imaging to desk-side deployment.
* SCCM Config Manager experience – USMT client association/device and user collections population.
* Windows 10 deployment post support and guidance to all group staff.
* Good understanding of Microsoft Office Suite/Office 365 and collaboration with Microsoft Teams.
* Deployment of applications via SCCM and Configuration Manager Software Centre.
* SCCM Deployment experience via Zero Touch, User Driven, wipe and load and in-place upgrades.

**MAY 2018 – JAN 2019 East Cheshire & Midlands CSU Macclesfield**

*Remote Support/Field Engineer*

* Active Directory administration on Windows Server 2K8/2K12/2k16.
* Providing remote IT support to GP practices and corporate head office via Bomgar Console.
* Building and imaging of laptops/desktops via Microsoft Deployment Toolkit.
* Windows 7 to Windows 10 deployment/migration and Office 365 post deployment support.
* Individual ownership of IT issues via Sunrise Incident Management Service Desk.

**APR 2015 – APR 2018** [**Greater Manchester Police**](http://www.gmp.police.uk/) **Manchester**

*Windows Deployment Engineer*

* Windows 7 to Windows 10 OS deployment including desktop/laptop hardware refresh.
* Building and imaging of laptops/desktops via SCCM.
* Full user data migration via Microsoft deployment tools - USMT (User State Migration Tool).
* Deployment of software via SCCM to all networked devices.
* Cisco VPN client installation and configuration and remote user support.
* Installation/configuration of Becrypt encryption solution on all mobile workstations.
* Non-Police Personnel Vetting Level 3 (NPPV L3) Security Clearance.

**OCT 2014 – MAR 2015** [**Swiss RE**](http://www.swissre.com/) **UK Wide**

*Desktop Support/Windows Migration*

* Windows XP to 7 OS deployment and software installation via SCCM in a financial/banking environment.
* Perform HW refresh technical activities including desktop imaging, floor walking, data migration and BAU.
* Outlook/Exchange configuration – configuring new users/PST and archive troubleshooting and resolution.
* Post migration end-user training & support via desk side support, face to face and remote support.

**JUL 2014 – OCT 2014** [**Unilever PLC**](https://www.unilever.co.uk/) **Port Sunlight**

*Back Office Migration Engineer*

* Managing laptop drop-in clinic for XP to 7 OS upgrade including organising and scheduling customers.
* Migration of user profiles and settings via scripted USMT solution with SCCM 2007.
* Project support for Windows 7 refresh – OS deployment and post installation support and fault resolution.
* Building and imaging of laptops/desktops – End user data migration and Bitlocker drive encryption.

**JAN 2014 – JULY 2014** [**AstraZeneca Pharmaceuticals Ltd**](https://www.astrazeneca.co.uk/) **Alderley Edge**

*Windows 7 Deployment Engineer*

* Migration of user settings and data for Windows 7 deployment via USMT.
* Windows Vista to Windows 7 Enterprise/MS Office 2010 upgrade and project support and desktop refresh.
* Post deployment installation and configuration of printers and resolution of any 2nd line support issues.

**JUL 2008 - DEC 2013** [**GMCSU**](http://www.northwestcsu.nhs.uk) **Manchester**

*IT Field Engineer/Service Desk*

* Windows Server 2008/2012 Active Directory/Group Policy administration.
* Desktop PC hardware & Software troubleshooting, configuration and installation.
* Clinical bespoke software installation/support - Remote support via VNC/PC Anywhere/BOMGAR.
* Configuration and troubleshooting TCP/IP, DNS, DHCP.

**ACHIEVEMENTS**

* 1 of 2 technical leads for the city-wide GPSOC (GP System of Choice) migration & rollout project. For this role, I planned, installed and deployed all IT equipment and devices across various sites. I liaised with users at all levels in order to prioritise and manage delivery and installation of all equipment within the required timescales and budget project plan.
* Experienced working in successful Systems & Infrastructure Projects - IT Deployments.
* Voluntarily configured, installed and supported a small Windows computer network for The Aquarius Community Centre in Manchester in collaboration with [**https://charityithelp.org.uk/**](https://charityithelp.org.uk/).

**EDUCATION & QUALIFICATIONS**

**Open University/Linux Professional Institute** Linux Essentials **Open University**

**University of Salford** BSc Information Technology **Salford**

**Manchester Computing** European Computer Driving Licence **Manchester**

**South Cheshire College** BTEC National in Computer Studies. **Crewe**

**Fallibroome** 8 GCSE’s. **Macclesfield**

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**REFERENCES**