**James Sexton**

Carshalton, Surrey

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| **Profile: I am a a reliable and punctual individual who is hard working and enthusiastic. Outstanding administrative skills with an average typing speed of 97wpm. I am able to set and achieve personal goals and maintain a high standard of work. I strive to set myself new goals and targets to achieve which improves my decision and analytical skills. My passions outside of work are personal fitness, gaming and mountain biking.** |

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| **Education and Qualifications** |

9 GCSE’s - A\*-C

ICT Level 2 qualification in ICT user skills (Pass)

ICT A-Level & Business Studies A-Level

MTA Networking Fundamentals, MTA Security Fundamentals & MTA Server Administration

Service Desk Institute – SDA Course   
ITIL Foundation Certificate in Service Management

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| **Work Experience** |

**November 2017 – Present (IT Support Analyst – Supervisor) – Systems Powering Healthcare**

* Running of Daily, Weekly, Monthly & Yearly reporting for the Service Desk & On-Site Teams, producing Incident resolution & fulfilment statistics, along with call queue levels.
* Completing ticket quality checks and monitoring phone activity between 12 analysts. Ensuring a high standard of work is being maintained and assisting with the development of staff members quality in tickets and phone conversations.
* Taking Duty Manager Escalations, holding the hotline for 10,000+ users for incident or request fulfilment related escalations.
* Being a point of escalation for a team of 20+ people, for knowledge/processes. With this, overseeing incoming call staff allocations, to allow for absent staff and prioritizing skillsets to provide advantages to call quality.
* Having an active part in the CSI of the Service Desk, and actively seeking to improve processes and make everyone’s lives easier.
* Triaging and escalating (where appropriate) upwards of 2,000 tickets a month. Resolving and completing many of these tickets as a priority.
* Having an involvement in overseeing SPHERE’s build process, including the upload and creation of imaging/build documentation & training members of staff on how to complete these tasks.
* Assisting in the production of our team’s knowledge base within ServiceNow, creating templates, implementing new processes and creating knowledge base articles for new members of staff to follow.
* Being a stakeholder in the non-standard request review meeting held internally within the Service Support Team & meeting with other internal teams to discuss improvements on processes or to raise urgent escalations.
* Being the POC for non-standard service requests on the Service Desk.
* Incident Management: Covering the re-open ticket requests outstanding within ServiceNow, allocating incidents to members of staff within the Support Team. Active monitoring of the on-site call queue levels and providing my advice where appropriate. Being the face of the Service Desk by responding to each user who has provided more information on a ticket, or has chased an incident through the SSP.
* Preparing 1-2-1’s, probation and appraisal meeting documents for the Senior Support Management.
* Completing the above duties whilst carrying out a 1st/2nd Line Support Role.
* Basic server-side Equitrac management for multiple managed print services including RICOH, HP & Xerox
* Booking and Supporting Video conferencing meetings including hardware and software configuration with TMS CICSO’s TelePresence Management Suite
* Training New Staff and assisting with their continued development.
* Using Software Deployment tools such as SCCM and Zenworks to package and deploy software.
* Using ITIL to review existing processes for CSI and implementing any improvements.
* Using Remote tools such as Zenworks, Bomgar, DameWare to assist customers remotely.
* Supporting in house software’s and Third party software from an infrastructure perspective.
* One of 5 Senior Analysts within the Service Support Team
* Creating and supporting user accounts and Email using Active Directory and Microsoft Exchange
* As part of an on-site assignment, ensuring the tape rotation process flowed smoothly. Swapping tapes myself in the DataCentre

**September 2015-November 2017 (IT Support Analyst) – Systems Powering Healthcare**

* 23,000 ticket resolutions over 2 years

Systems Powering Healthcare Ltd: 10,000+ users; 1,000-1,200 average ticket submissions per week.

* Handing and receiving requests for IT Support following agreed procedures. Responding to common & advanced requests for support by providing information to enable resolution and allocating unresolved calls as appropriate.
* Contributing towards the maintenance of the document reference library, ensuring that the current versions of KB articles are available for immediate use, also the routine monitoring of incidents as part of incident management, Service Requests, Change Requests and Problem records. The creation of a triage process for each Incident and Service Request that the organisation had provided allows analysts to easily escalate and assign calls to the correct department/3rd party vendor.
* Taking duty manager escalation phone calls on a timetabled basis, comprising of talking to users who had issues they’d like to raise regarding the service or whether there is an urgent query or incident that must be addressed in a timely and professional manner. Liaising with 2nd and 3rd line teams to provide a speedy resolution for the user.
* A high level of customer service, with strong written and oral communication skills, providing 1st and a handful of 2nd line support to a large user base on a windows server 2008 platform. Using Windows XP, Windows 7, Windows 8.1 and Windows 10 – Utilising both Active Directory and Exchange to manage user account and mailboxes, providing shared drives access, DIS lists, all whilst following strict approval and IG processes put in place by the clients. Prioritising phone calls within my own call queue and through incident management following ITIL and ISO standards.
* Being part of a rota for on-site support to cover in a 2 man team across a main hospital site. Covering hardware issues including Desktop PC’s, Printing, Wristband & Label Printing. Video conferencing MDT cover, including setting up and supporting the video conference meetings to ensure a fluid service throughout.

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| **Exposure & Knowledge of: DameWare, Bomgar, Novel Zenworks Bundle Distribution, Zenworks Remote Tools, Remote Assistance, SCCM, Managed Print Services – RICOH, HP and Xerox. Microsoft Office 2003-2016. ServiceNow, LANDesk, LANDesk Management Suite, MobileIron, Citrix, RSA, Direct Access, AD & Exchange 2008-2012, ITIL Foundation, Process Management, Duty Manager Escalation handling process, First Line Support, 2nd Line Support** |