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| 13 Stottfield Royton Oldham Lancashire OL25EJ  E: pmspence@mpcs.org.uk  T: 07388 533 748 |
| Full UK Driving Licence |

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| PERSONAL STATEMENT |

I am an accomplished IT support professional with over 12 years’ experience in IT Support ranging from 2nd line upwards through to management level, with excellent working knowledge in the management and maintenance of medium to large client server networks, supporting from 150 to upwards of 1500 users. I have also managed a small team of three senior and two junior technicians. Working closely with 3rd party suppliers I have been involved in large IT infrastructure projects and have held responsibility for the daily routine management and maintenance of networking devices, multiple windows domains along with their associated servers and client devices, switches and routers, virtual hosts, virtual servers and the identification and delivery of new solutions including Office 365 deployment, AAD Connect and management. I have experience supporting users remotely and face to face in busy helpdesk environments and I maintain a polite and professional manner at all times. I am committed to providing a high level of service and support, paying a high level of attention to detail at all times. I possess excellent communication skills, both written and verbal, and I am highly organised and efficient. I take an organised and conscientious approach to my work and I am constantly seeking to learn new skills in line with changing developments in new and existing technologies. I am seeking a full-time permanent position that offers stability.

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| PROFILE |

A hard working, reliable and accomplished network, server and desktop IT professional with an extensive background in busy customer focused environments.

Responsible for the day to day running of various network and server infrastructures.

Able to manage time and prioritise workload to ensure efficient delivery of all aspects of tasks.

Provides support around VMware ESXI, vSphere, vCenter and Hyper-V virtualization technologies.

Dealt with all aspects of server and desktop management including Server 2003 - Server 2016 Configuration and Management, Active Directory, Group Policy, Logon/ Start up Scripts, PowerShell, Profile Management, Folder Redirection, Network Shares/ NTFS Permissions, Services, DHCP, DNS, TCP/IP, FTP, TFTP, Exchange Server 2010 - 2013, Office 365, SCCM and File Server failover clustering.

Worked with Dell EqualLogic and Nimble SANs and have had some exposure to NetApp within a Cisco UCS Flex Pod environment.

Handled image creation and deployment using MDT, WAIK, DISM, SCCM, WDS.

Responsible for network management and troubleshooting Cisco switches and WAPs (Cisco, Aerohive and D-Link Wireless Controllers) and some HP and Aruba switch management.

Supported VOIP, using Cisco Unified Communications Manager.

Installation and management of Fortinet - FortiGate Firewalls.

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| EDUCATION/ TRAINING/ QUALIFICATION |

*Microsoft Learning*

*21/01/2019 - Present*

*Microsoft Azure Fundamentals Training 10979 (self study)*

*QA Manchester, Portland Street Manchester*

2012 – 2014

*M6294 Planning and Managing Windows 7 Desktop Deployments and Environments*

*Microsoft System Centre Configuration Manager (SCCM)*

*CCNA Boot Camp (8 Days)*

*M20410 Installing and Configuring Windows Server 2012*

*M20411 Administering Windows Server 2012*

*M10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010*

*VMWare 5.1 Install, Configure and Manage*

*Bespoke WordPress Website Management*

*Cisco Networking Academy, The Oldham College*

2012 - 2013

*CCNA Discovery 1 (Passed) currently working towards full CCNA Switching and Routing.*

*Microsoft eLearning, Online*

2011 - 2012

*Microsoft MCTS 70-640 Configuring Windows Server 2008 Active Directory*

*2010-2011 Microsoft 70-270 Installing, Configuring, and Administering Microsoft Windows XP Professional*

*Work Experience (Voluntary)*

2008 - 2009

*3 months voluntary work at Hawke International Engineering in IT Support.*

*2 weeks work placement with The Oldham College ICT Support Team as a 1st Line Support Network Officer.*

*The Oldham College, Rochdale Road Oldham*

2007 - 2008

*BTEC First Diploma for IT Technicians/Practitioners (Grade Distinction \*)*

*Son of John Platt Award*

*Key Skills Award*

*Adult Numeracy Levels 1 and 2 (Grade Distinction \*)*

*Adult Literacy Levels 1 and 2 (Grade Distinction \*)*

*IFS Level 1 Foundation Certificate in Personal Finance (Grade Distinction)*

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| EXPERIENCE |

**NCC Group Manchester**

18/11/2019 – Present

IT Rollout Engineer (Fixed Term Contract)

Duties Include:

Decommisioning of company systems.

Secure wiping of company data.

Streamlining processes

Preparing for new images

**UK Biobank**

Employment Dates: 08/04/2019 – 27/09/2019

**IT Administrator**

Duties Include:

Management, maintenance and upgrading the VMware environment.

Migration and management of Microsoft domain controllers and services 2008 - 2016

Active Directory management.

Exchange 2013 and Office 365 management.

MDT image creation and deployment of Windows 10

Managing the migration of anti-virus and internet security programs (Eset ESMC).

Managing Cisco ASA Access Policies, Nat Rules and Site to Site VPN.

Powershell Scripts

Managing Dell Equalogic SAN.

Managing migration, configuration and management of Symantec WSS.

Troubleshooting the Cisco network.

General business as usual and helpdesk support.

**IT Contractor - various short and fixed term contracts**

Employment dates : 15/07/2016 – 08/03/2019

**IT Engineer/ IT Support/ IT Manager**

Duties include:

Supporting business’s with new installations, upgrades and expansion. Working with VMWare ESXI,vCenter and vSphere, Server 2008 – 2016 (including all main protocols), Active Directory planning and implementation, Group Policy creation and testing. Windows 7 and Windows 10 desktop o/s imaging and deployments. Setup and configuration of File Server failover clustering with high availability shares and Access Based Enumeration. Basic installation of network switches. Firewall setup, configuration and management. 3rd Line support.

Working within the Technical Operations Team on migration projects utlising VMware.

Microsoft Server 2003 decommisioning, and Microsft Server 2012 – 2016 installation

and management. Cisco UCS blade systems, NetApp support (OnCommand System

Manager), Meraki WiFi Access Point nationwide rollout. Fortigate administration.

General domain services management, McAfee Epolicy Orchestrator. Office 365

Administration.

Fortigate Firewall support and management.

**Network Connect**

Employment dates: 04/01/2016 – Jun 2016

**Senior Customer Service Specialist – 3rd Line Fortigate Fortinet**

Customer Service Specialist at Network Connect Ashton Under Lyne, Greater Manchester. Responsible for the installation and management of Fortinet - FortiGate firewall and web filtering in schools, colleges and business, manning the helpdesk and providing remote support to customers.

Duties include:

Installation and management of Fortinet firewall products.

Remote support.

Helpdesk support 2nd line.

Customer relations.

VMWare ESXI, vSphere, vCenter.

IBM Notes.

**Wardle Academy formerly Wardle High School, Rochdale**

Employment dates: 01/12/2008 - 24-12-2015

**IT Manager**

Responsible for the day to day running of the network and server infrastructure.

Responsible for 4 other members of IT Support.

Duties Include:

All aspects of Server/Desktop management including Server 2012 Configuration and management, Active Directory, Group Policy, Logon/ Start-up Scripts, PowerShell, Profile management, Folder Redirection, Network Shares/ NTFS Permissions, Services, DHCP, DNS, TCP/IP, FTP, TFTP, Exchange Server 2013, Office 365, SCCM.

Image Creation and Deployment, MDT, WAIK, DISM, SCCM

Networking, Cisco Switch Management, WAPs, Wireless Controllers.

Firewall and Web filter - Smoothwall UTM 1000 management, Netsweeper.

VOIP - Cisco unified communications manager.

Backup, Symantec Backup Exec/ Barracuda Yosemite.

Web related, Frog VLE, Remote Desktop Services.

Virtual Environment, VMWare ESXI, vSphere, vCenter.

MIS, Sims, Solus 3.

Paxton Door Access Control, Net2 door access control. Milestone CCTV.

Cashless Catering, Nationwide Retail Systems

*Oldham Council, First Choice Homes Tenants and Residents Association*

Employment dates: 2005-2008

Position: Secretary (**VOLUNTARY**)

Duties: Organise meetings and events. Project management

Reason for leaving: Voluntary work during full time study

*Warburton’s Bakery*

Employment dates: 1986-2005

Position: Driver Salesman

Duties: Delivery and sale of Produce to new and existing customers

Reason for leaving: Voluntary Redundancy

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| HOBBIES AND INTERESTS |

Enjoy testing, researching and studying new technologies

Enjoy listening to a wide range of music

Enjoy watching football

Enjoy socialising

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| REFERENCES |

References are available on request.