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I have a full UK driving licence, and own my own car, which allows me to travel, if needed.

**Qualifications**

* CompTIA A+.
* CompTIA Network+.
* Microsoft Technology Associate (MTA): Networking Fundamentals.
* Microsoft Technology Associate (MTA): Windows Operating Systems Fundamentals.
* Microsoft Certified Technology Specialist (MCTS), Windows 7 exam.
* Mojo Gold Certificate Administrator.

**Personal Profile**

I am a hardworking, conscientious and driven employee. In addition to this, my organisational and punctuality skills are of a high standard, enabling me to hit deadlines and achieve all targets set for me.

A few of my skills include, troubleshooting issues with Windows XP/7, HP desktop and laptop hardware, HP & Sharp printers and any additional systems within the network. Using remote administration tools to solve desktop issues and incident management alongside PC, router, switches and server configuration as well as remote support are skills I have recently developed.

**Employment History**

***Vodat International Ltd December 2013 – Present***

***1st/2nd line Advisor / Engineering & Configuration Analyst***

I began at Vodat as a 1st line advisor and in my time I have progressed into more of a 2nd line role, and then into a configuration and engineering position, other duties included:

* Taking technical calls relating to Broadband, Fibre, Leased Lines & Hardware.
* Diagnosing and resolving technical faults and queries.
* Liaising with engineers onsite and completing remote configurations and upgrades of routers, switches and wireless technologies (Meraki & Mojo).
* Ensuring the stock levels for all equipment is kept at optimum levels for Vodat as well as all our 3rd parties.
* Managing the RMA processes between both customers and suppliers.
* Teaching new starters & apprentices processes and procedures.
* Providing customers with monthly service reports.

***Tesco Home Phone & Broadband April 2012 – November 2013***

***Technical Advisor***

I started Tesco’s as a 1st line technical advisor and was promoted to a 2nd line technical advisor. While working for Tesco’s I have undertook several different roles:

* Taking technical calls relating to Home Phone and Broadband, business to customer.
* Solving technical problems (slow speeds, loss of service, Noisy line, etc)
* 2nd line support (dealing with issues raised from 1st line that they couldn’t solve)
* Correspondence, including reimbursements for customers.
* Equipment orders, which was personally assigned to me.
* Dealing with escalated technical issues from managers (escalations with technical issues).
* Seconded Supervisor/Manager for the technical department when managers are absent.

***Pearson in Practice ATA September 2011 – Feb 2012***

***Trainee/ IT Technician***

During my time at Pearson, I gained a variety of skills and experience. Some of these are: Networking, Troubleshooting, 1st line & customer support, PC repair, as well as team leadership and management skills.

Here, my role includes ensuring I meet deadlines and completing work to an exceptional standard. Other duties include:

* Installing, updating, patching and troubleshooting desktop software
* Creating and maintaining support documentation and building a concise knowledgebase for internal use.
* User management using Active Directory tools
* Researching and evaluating new technologies
* Remote monitoring of business-critical products

**Voluntary Work**

***Hyde Little Theatre February 2010 – November 2013***

***Volunteer***

I started helping at Hyde Little Theatre as a stage hand; my duties included helping set up props for scenes, interacting with certain scenes, e.g. a knock at a door. I also help with the lights where I use a follow spot, which I follow an onstage actor with a light.

***Barclays Bank PLC - National Record Centre November 2005 – March 2008***

***Volunteer***

Role included assisting in the warehouse – cleaning; maintaining the files and records and assisting the management team.

For the past 4 years I have volunteered for their ‘Make a Difference Day’. This involves visiting local hospitals and hospices to do much needed work on their buildings and grounds such as landscaping and redecorating.

***Glossop Out & About Club February 2004 – February 2008***

***Volunteer***

This role involved escorting elderly and disabled people on days out, helping with their needs and organising transport.

***Education & Qualifications***

***Zenos IT Academy September 2011 – February 2012***

* Level 2 Award in WorkSkills for Effective Learning and Employment.
* Level 3 Diploma in Professional Competence for IT and Telecoms Professionals.
* Level 3 Extended Diploma in ICT Systems and Principles.
* Level 2 Key Skills Communication.
* Level 2 Key Skills Application of Number.
* Level 2 Key Skills Information and communication Technology.
* Microsoft Word 2003 certified.

***Hyde Clarendon Sixth Form College September 2009- June 2011***

* ICT (D)
* Business Studies (E)
* Film Studies (C)

***Glossopdale Community College Sept 2004-May 2009***

English Language (C)

IT (B)

Business and Communication

Systems (C)

Mathematics (B)

English Literature (C)

History (C)

Core Science (C)

Additional Science (C)

**References available on request**