**Curriculum Vitae**

**Name:** Natalie Ibbetson

**DOB:** 04/11/1985

**Address:** 67 The Roundway, Morley, West Yorks, LS27 0JR

**Telephone:** 07941524802

**Email:** natalieibbetson@outlook.com

Qualifications:

**Oakbank Upper School:**

9 GCSE (Grade A\* - C) I.T Grade A

1 AS Level (Grade E)

**Blackburn College:** Certified CISCO CCNA – Networking for Homes & Small Businesses (Grade PASS)

**ITIL -** Service Management Foundation. (Grade PASS)

**Willing to take Scotland Disclosure security clearance.**

Key Skills:

**Languages:** HTML (basic), C# (basic), SQL/Oracle SQL (basic), Biztalk, DTS Package creating (basic), Application/system/UAT testing & release on windows 7 PC and VDI, 7 Layer OSI Model / Networking / IP addressing / Subnetting.

**Web:** Dreamweaver MX, Fireworks MX

**Presentation:**

* Active Directory – Very proficient
* Exchange 2003/2007/2010/2012 – Very proficient
* SCCM – Proficient
* Microsoft Intune - Proficient
* Microsoft Visual Studio 2005/2007/2010 - proficient
* Microsoft Office Suite (All Packages) 2003/2007/2010/2013/365 – Very proficient
* VM Ware ESX/V Sphere – Very Proficient
* Microsoft System Centre 2012/2016 R2 - Proficient
* AutoTask – Very Proficient
* LAN/WAN/Switching/IP Subnetting - Proficient
* Hyper V - Proficient
* Citrix Server/XenApp5 – Proficient
* Cisco/Avaya VOIP systems - Proficient
* Big IP - Proficient
* Cisco Pix - Proficient
* Secure Access/ SecurEnvoy - Proficient
* Websense - Very Proficient
* Juniper - Proficient
* Symantec Enterprise Vault – Very Proficient
* Symantec Anti Virus - Proficient
* Sharepoint 2007/2010/2016 - Very Proficient
* Ghost Imaging – Very proficient
* DNS/DHCP/WINS - Proficient
* HP Openview – Very proficient
* Novell Zen works – Very proficient
* Novell Groupwise - Proficient
* LanDesk – R/C – Very Proficient
* Touchpaper – Call Logging
* MacAfee Endpoint Encryption/Symantec Anti Virus - Proficient
* Lumension Endpoint Security - Proficient
* Cisco Desktop Agent/IP Communicator – Very proficient
* VPN/RSA/Wireless – Very proficient
* AEP Tunnel Software - Proficient
* BES/blackberry’s – Very proficient
* Nokia E72 – Proficient
* NEC Aspire VOIP - Proficient
* Wireless networks - Proficient
* VNC - Proficient
* Internet Explorer (All) – Very proficient
* Firefox– Very proficient
* Remote Control Software – Dameware – Very proficient
* Remote Desktop– Very proficient
* CRM - Proficient
* Tape Libraries/Back Up – Proficient
* Word Perfect - Proficient
* Paint Shop Pro 7- Proficient
* Photoshop - Proficient
* CorelDraw – Proficient
* Ultra VNC Viewer – Very Proficient
* Team Viewer – Very Proficient

**Network/OS:**

* Windows XP/Vista/7/8/8.1/10 – Very Proficient
* Linux Red Hat Programming - Proficient
* MAC - Basic
* Server 2003/2008 R2/2010/2012/2016 – Very Proficient
* MS Biztalk
* SQL Server 2005/2008/2012/2016 SQL Server Mgmt Studio
* VDI/WM Ware View Client– Very Proficient
* WYSE Client – Very Proficient
* Dell/HP Hardware – Very Proficient
* Cloud Services/Virtual Platforms – Very proficient

Brief Description:

I have over 8 years hands on experience in PC/Desktop/Server support mainly under Windows platforms but some in Linux and Apple. I have been part of supporting/maintaining both Cisco and Juniper networks, including upgrading servers, rebuilding networks, expanding telephony, Network Switching & Routing, SAN Technology & Configuration, Patch Panel and Cable Management and designing and building virtual networks for users ranging for 200 – over 5000 worldwide. I am proficient in the understanding of network topology/infrastructure, IP addressing/subnetting including the 7 layer OSI layer models. I have completed and passed the 1st out of the 4 major CCNA exams already. I have been able to expand my network/email security experience when working for worldwide organisations, to include Lumension, SecurEnvoy (tokenless authentication) and Websense. RSA and McAfee Endpoint seem to be the most common i have worked with on a daily basis. I have worked on various projects that are using cloud based and virtual based platforms and also managing a Service desk team of 4 I am used to working in busy fast paced service desk environments and have excellent communication skills with end users and a high percentage of first time fix rates.

Employment History:

**Period:** Feb 2017 – Present

I have been a full time single parent to my young son who was born when I left my last role.

**Period:** July 2016 – Feb 2017 (contract)

**Company:** Xuber - Leeds

**Job Title: Technical Operator**

**Job Description:** Working as part of a 24/7 technical team we were responsible for supporting all the back end systems and the whole network including all hardware.

Dealing with service requests that come in daily as well as pre set tasks that needed carrying out daily at set times. These tasks included running reports, server tape changes, back up tape changes, system upgrades, bug fixing, running daily backups.

**Period:** Sept 2014 – 2016

**Company:** Part Time Service Desk Co-ordinator WYCA (Perm) & Self Employed (as below)

**Job Title:** Service Desk Co-ordinator & Freelance IT Technician.

**Job Description:** Service Desk Coordinator: To supervise the ICT Service Desk, prioritising work and overseeing the execution of service level agreements to provide the required levels of customer service. Responsible for the ICT Service Desk staff, managing and prioritising their day to day work and also allocation and escalation of calls to other ICT Services teams. Supporting over 500 users and managing a team of 4. Set priorities, allocate and manage work for all requests to the ICT Service Desk. Monitor the processing of tickets and apply escalation procedures where appropriate. Ensure that all requests for assistance are handled promptly and effectively in line with the Incident Management and Request Fulfilment processes and within Service Level Agreements. Maximise the effective use of technologies which are available to staff in order to improve organisation efficiency. Develop internal processes for the ICT Service Desk and ensure that these are consistently adhered to. Line manage the ICT Service Desk team. Take responsibility for the development and maintenance of records relating to requests for assistance, products, services, equipment and software, and ensure that ICT policies are adhered to in respect of licensed software by carrying out regular audits of ICT equipment and reporting on any related issues. Lead on internal ICT communications by providing staff with information on changes to the provision, support and availability of systems. Develop and work to continually improve interaction with all users of ICT in line with ITIL best practice, ensuring the Service Desk is the single point of contact. In consultation with users, demonstrate all features, plan requirements, commission and install desktop systems, products and services and their upgrades. Liaise with HR over the provision of ICT training. Use the resources of the ICT Service Desk to provide informal ICT coaching. Assist with the provision out of hours cover at evenings and weekends in the event of an emergency situation with key Information Systems.

Daily systems used – Windows 8.1, Office 2010/2013, Macafee, Cisco VPN, CISCO VoIP, Microsoft Intune, SCCM, VDI, VMWare View Client, Server 2008/2012, Sharepoint, Citrix, Haven Tilling Software, VNC/TeamViewer.

Freelance: Various contracts and ad hoc projects e.g IT Techincian – IT Support, Home support/installation, Web Design/build, Virtual Admin/PA.

My freelance work included various projects on an ad hoc basis, ranging from one off 24 hours completion time to continuous or rolling contracts ranging from 1 day – 30 days. Some of these involved a rolling contract for home based out of hours IT support with Em Tec Consulting Ltd, Web Development and continuous Website/email support with Capewell Construction Ltd and various local customers who contact me on an ad hoc basis for general IT help/support and one off website design & development.

**Period:** Jan 2012 – Sept 2014

**Company:** Self Employed

**Job Title:** Freelance IT Engineer/Business development/Freelance/Virtual PA/Admin

**Job Description:** Various contracts and ad hoc projects e.g IT Techincian – IT Support, Home support/installation, Web Design/build, Virtual Admin/PA.

My freelance work included various projects on an ad hoc basis, ranging from one off 24 hours completion time to continuous or rolling contracts ranging from 1 day – 30 days. Some of these involved a rolling contract for home based out of hours IT support with Em Tec Consulting Ltd, Web Development and continuous Website/email support with Capewell Construction Ltd and various local customers who contact me on an ad hoc basis for general IT help/support and one off website design & development.

**Period: Sept 2012 – Nov 2012**

**Company:** Balfour Beatty Civil Engineering (short/interim contract – shift work inc nights)

**Job Title:** Service Desk Analyst

**Job Description:** 1st line/2nd & 3rd line telephone support and email admin work for AD and exchange migration. Resolving ICT/telephone problems remotely on a 1st time fix where possible. Daily programs used are Touchpaper, LanDesk, Exchange 2003/2007, Symantec enterprise vault, Sharepoint, Oracle, Office 2007/2010, Novell Groupwise, Windows XP/windows 7, Internet Explorer, Command Prompt,Cisco Desktop Agent, MacAfee, RSA, Cisco, SQL, AEP Tunnel Client, Citrix, AD, RSA, VDI / WM Ware View/ Client, Server 2003. Resolving all problems where possible from password resets, printer driver installation and hardware encryption/email web security to network troubleshooting, hardware fault diagnosis and server checks. We also escalate to higher teams where necessary or if users require site visits. SLA’s and processes to be followed and all new processes fully documented. Operating systems supported are XP/Windows 7 with a user base of over 4000 taking over 50 calls a day. Excellent telephone manner & communication skills are essential as is the ability to quickly understand/motivate/resolve and problem solve where necessary. Excellent network protocol, OSI model and LAN/WAN/IP understandings were also essential. The company are just under going an AD/exchange migration so extensive knowledge of AD and exchange processes/fault diagnosis is needed.

**Period:** Jan 2012 – July 2012

**Company:** Parity Resourcing (Contractor)

**Job Title:** Senior Support Analyst

**Job Description:** Supporting the NHS NIHR’s bespoke systems/software/applications and all of Sharepoint for around 6000 – 8000 users remotely. Report/resolve incidents via phone, email or call logging system and escalate asap to local sites if needed. Daily programs include Windows XP/7, SharePoint 2007/2010, server 2003/2008 R2, AD / VW Ware, Portal Access administration, RSA, Websense, Juniper, Cisco, Lumension. Support tasks included Active directory/password resets/new users/leavers/details update, Access Administration/implementing specifically defined work rounds, Email/Web security and encryption, SQL scripting and programming, Portfolio application, Coordinated System for gaining NHS Permission (NIHR CSP), Comprehensive Finance Management Tool (FMT), Industry Tracker, Remote Desktop. Remote Access maintenance, Sharepoint administration/platform issues, managing user permissions/web content etc. Liaising closely with change and problem management. The team do a lot of work supporting the live NHS study systems and portfolios making sure they are available 24/7 and also updating, amending, adding, deleting data where needed.

**Period:** Aug 2011 – Dec 2011 (short contract)

**Company:** Balfour Beatty Civil Engineering (contract – shift work inc nights))

**Job Title:** Service Desk Analyst

**Job Description:** 1st line/2nd & 3rd line telephone support and email admin work for AD and exchange migration. Resolving ICT/telephone problems remotely on a 1st time fix where possible. Daily programs used are Touchpaper, LanDesk, Exchange 2003/2007, Symantec enterprise vault, Sharepoint, Oracle, Office 2007/2010, Novell Groupwise, Windows XP/windows 7, Internet Explorer, Command Prompt,Cisco Desktop Agent, MacAfee, RSA, Cisco, SQL, AEP Tunnel Client, Citrix, AD, RSA, VDI / WM Ware View/ Client, Server 2003. Resolving all problems where possible from password resets, printer driver installation and hardware encryption/email web security to network troubleshooting, hardware fault diagnosis and server checks. We also escalate to higher teams where necessary or if users require site visits. SLA’s and processes to be followed and all new processes fully documented. Operating systems supported are XP/Windows 7 with a user base of over 4000 taking over 50 calls a day. Excellent telephone manner & communication skills are essential as is the ability to quickly understand/motivate/resolve and problem solve where necessary. Excellent network protocol, OSI model and LAN/WAN/IP understandings were also essential. The company are just under going an AD/exchange migration so extensive knowledge of AD and exchange processes/fault diagnosis is needed.

**Period:** Jan 2011 – Aug 2011 (contract - shifts)

**Company:** NHS Connecting For Health

**Job Title:** Service Desk Agent

**Job Description:** 1st line/2nd line telephone support and email admin work. Resolving ICT/telephone problems remotely on a 1st time fix where possible. Daily programs used are Windows XP/7, Server 2003/2008 R2, BES, Novell Zen works Control Centre, HP Openview, Office 2007, Internet Explorer, Command Prompt, Cisco Desktop Agent, Sharepoint, MacAfee Endpoint Encryption/Securenvoy security, AD, Juniper, Websense, RSA, VDI / WM Ware View/ Client. SLA’s and processes to be followed and all new processes fully documented. User base supported of around 2000+. Excellent telephone manner & communication skills are essential as is the ability to quickly understand/motivate/resolve or escalate where necessary. I have also been part of an application/system testing and release team for windows 7 compatible applications on both PC and VDI machines and also involved myself to be part of application building and software application designing for the VDI Machines. We also had the ability to work from home remotely and had to support and maintain the remote access network for the users working remotely on a daily basis.

**Period:** Jan 2010 – Dec 2010 (Perm)

**Company:** Dryden’s Law Firm

**Job Title:** I.T Support/Network Technician

**Job Description:** Supporting the companies entire IT/Telephony infrastructure for around 200 users. Issues ranged from printers/keyboards, software package installs to equipment checks/pc set ups or server failures/restorers builds etc. Working effectively, efficiently, confidential and ability to prioritize workload is a must for this job. Various computer software and packages were used on a daily basis. We did have few users with MACs which we supported but in comparison to the windows users this was minimal. I was also responsible for IT/Telephony infrastructure purchases/upgrades and installation/maintenance of anything purchased.

Networks/OS used daily are Windows XP/Vista/7, MS Office 2003/2007, Windows Server 2003/2008 R2, Citrix Server/XenApp, Active Directory/SQL, WAN/LAN/Firewalls, Open VPN, VM WareESX/V-Sphere, Hyper V, RSA, Juniper, Cisco/Avaya VOIP, Cisco ASA, Websense, BES, Big IP. Remote Desktop Connection software is used daily for working on servers etc. SLA’s are recorded and met according to guidelines set out by managers/clients. Excellent telephone manner & communication skills are essential as is the ability to quickly understand/motivate/resolve where necessary. This role has given me knowledge & experience in: Bespoke law industry software, Printer set up/repair, PC/laptop set up/repair/PC Ghosting/PC build, software/hardware installation, telephony/network data patching/installation, telephone system set up/programming/maintenance, server set up/maintenance/installation/re configuration, server/email/web security - installation and management, SQL reporting/scripting, programming, tape backup/libraries monitoring, network topology/infrastructure, IP addressing/subnetting, 7 layer OSI model and associated protocols, re configuration, BES applications/set up/maintenance, data/email restores/shadow copying, creating/deleting/emending user accounts, general windows desktop support, general day to day hardware support. I was also part of creating virtual networks/environments for various testing etc.

We completed a major company integration which required hard work, dedication, flexible approach, long hours, high volumes of work, and large amounts of pressure and an exchange migration. I also worked very closely with the MI Reporting team where I created basic DTS packages, Simple reports using SQL queries and interrogated our IT databases to generate IT SLA reports.

**Period:** Mar 2009 – Jan 2010 (Perm)

**Company:** Hammonds LLP

**Job Title:** I.T Helpdesk Analyst

**Job Description:** This role involves mainly 1st  line and 2nd line work supporting users worldwide over 5000+, logging calls in HEAT, with first line fix rate of over 85%. Troubleshoot and fix issues for end users ranging from MS Office issues, software installations to network management, remote server maintenance and issues with IT security and endpoint encryption. IP addressing/subnetting and networking routing and switching knowledge was grown on a daily basis. Networks/OS used daily are Windows XP, MS Office, and Windows Server 2003/Citrix Server/XenApp, RSA, Juniper, Macafee, Good working knowledge of Active Directory/SQL, WAN/LAN/Cisco Firewalls, Cisco VOIP Telephony, BES, VM Ware, Expandable knowledge of general hardware and software packages specialised for the law industry is necessary. We worked very closely with the 3rd line and technical team here. Remote control software is used daily and SLA’s are recorded and met according to guidelines set out by managers. Excellent telephone manner & communication skills are essential as is the ability to quickly understand/motivate/resolve or escalate where necessary.

**Period:** July 2007 – Mar 2009

**Company:** EmTec Consulting Ltd

**Job title:** I.T Support Analyst – Home Based (included 24/7 support)

**Job Description:** This role involved helping remotely to support and maintain the local servers & networks and generating and sustaining an adequate level of I.T security as part of a helpdesk. Tasks could vary from performing password resets, generating AD accounts and user account management and generating reports for management to email/web security, upgrading and managing server applications, security and remote access networks for end users. LAN/WAN, IP Addressing/Subnetting, SQL Scripting were also major skills used for this role. Networks/OS used were Windows XP, MAC, MS Office, Windows 2000 / Windows Server 2003. Core Technologies/Applications used were RSA, Juniper, Websense, Citrix, Cisco, Nokia, VM Ware ESX, AD.

Hobbies:

I love horses and horse riding. I own two horses, which I look after and compete on. I have recently passed my trailer test. Enjoy computer web design and programming and all aspects of computer work, Graphic work, Problem solving, Graphic design – on the computer or by hand. Listening to music, going out and socialising. Meeting new people.

Personal:

Self motivated, reliable. Excellent and clean bill of health. Good team player. Attention to detail. Good communicator. Used to working to tight deadlines. Car owner, full clean UK licence. Good telephone manner, excellent communication and pc//software skills. I do have various family members at home who use Mac PCs rather than windows PCs so I support these a little bit for them too.

Personal & character references are available on request.