**Kyle Owens**

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Royton

Oldham

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**Employment History**

**June 2019 – Present**

**M247 ltd.**

2nd line hosting engineer

*Responsibilities:*

* Working with Windows and Linux servers
  + Dedicated servers
  + Shared hosting
  + Apache
  + Nginx
  + IIS
  + MySQL
* Using cPanel & Plesk
* Troubleshooting mail issues
* Configuring and troubleshooting DNS
* Working in the datacentre
  + Proactively checking for faults and taking action if any found such as replacing failed hardware or flagging issues up and escalating
  + Building and deploying servers
  + Acting as remote hands on behalf of customers
* Working with servers on the VPS platform
* Following strict security procedures when dealing with site access requests

**June 2016 – June 2019**

**ANS Group**

2nd line IT analyst

*Responsibilities:*

* Working in a fast paced environment to agreed SLA’s and KPI’s
* Working both conventional Mon-Fri hours and a 24 hour shift pattern
* Taking ownership of incident and change queues and managing several open cases simultaneously
* Supporting a wide array of customers from the public and private sectors
* Going out to customers sites when necessary
* Working with a wide array of technologies:
  + Cisco
  + Fortinet
  + Microsoft Windows Server
  + Microsoft Hyper-V
  + Citrix
  + VMware
  + Netapp
  + Nexsan
  + Violin
  + Panzura
  + Microsoft Azure
  + Amazon Web Services
* Liaising with third parties and vendors
* Working with different teams within the business and assisting with projects
* Being a point of contact and escalation for new starters and apprentices

**January 2015 – June 2016**

**Fujitsu Ltd.**

1st line IT analyst desktop support

**September 2012 – June 2014**

**University of Central Lancashire Student’s Union**

Technical crew at 53 Degrees venue

**Skills & Abilities**

* Keen interest and knowledge of technology and IT
* Experience in building and repairing computers
* Experience in working with Audio/Visual equipment
* Experience in working with electronics
* Good communication with both peers and customers
* Able to use initiative and solve problems
* Comfortable in both leading and following orders
* Comfortable in both working alone or as part of a team
* Eager and excited to learn new skills

**References: Available on request**