|  |
| --- |
| **Profile** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **IT Skills** |  | |  | |
| 1st and 2nd Line IT Support | | Active Directory | | ITIL |
| Delivering training | | Cisco VPN – End user support | | Windows XP/7/2010 |
| Office 365 & 2010/2013/2016 | | Group Policy | | Citrix XenApp 6.5 / Citrix Cloud |
| Project Support | | DFS Management | | Windows Server 2008/2012 R2 |
| Lync / Skype for Business / Teams | | Website administration (HTML5) | | Audio-Visual equipment |
| System Centre Configuration Manager 08/12 | | Hardware installation and configuration | | Technical support & troubleshooting |

A multi-disciplined 2nd Line Desktop Support Analyst with over 5 years of experience of working in the IT sector. Experienced in providing client focused IT support and in successfully analysing and resolving IT hardware and software problems within strict SLA time frames. Having the ability to maintain a high degree of customer service for all support queries and possessing strong analytical and documentation skills.

|  |  |  |
| --- | --- | --- |
| **Employment History** | | |
|  | | |
| **2nd Line Desktop Support Analyst** | **May 2016** | **To Date** |
| CAPITA Customer Management | | |
| * Providing 1st line and 2nd line technical support | | |
| * Supporting over 16,000 users globally (e.g. UK, India, South Africa) for clients including DWP, Samsung, British Gas, O2 and many more | | |
| * Lenovo, Dell - Laptop/Desktop/Citrix Wyse terminal hardware installation and configuration * Logging, updating and solving incidents through Heat | | |
| * Administration | | |
| * + Active Directory, Azure AD | | |
| * + Group Policy | | |
| * + Cisco VPN – End user support   + DFS Management on Windows Server 2008/2012 R2 | | |
| * Supporting Citrix XenApp 6.5 / Citrix Cloud | | |
| * Software installation, configuration and maintenance using SCCM for networked and portable PCs | | |
| * + Including Office 365 & 2010/2013/2016 suites, Teams / Lync / Skype for Business | | |
| * Creation of user guides, training new staff and transfer of equipment to new starters * Checkpoint administration for security on laptops and PC devices. * Following ITIL procedures * Project support and delivery as well as remote site visits covering Leeds, Bury, Liverpool, Rotherham and Scotland | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **IT / Systems Support Officer** | | **Dec 2014** | **May 2016** |
| Leeds Teaching Hospitals NHS Trust | | | |
| * Providing 1st and 2nd line technical support to NHS systems end users | | | |
| * Providing System support for over 300 consultants, clinicians, nurses and over 600 students | | | |
| * + SALUD (EPR) System | * + Dental PACS System | | |
| * + WABA System | * + Ordercomms System | | |
| * Dealing with external service providers (TwoTenHealth, Infinitt and University of Leeds Information Systems & Support Teams) | | | |
| * User testing of systems | | | |
| * Updating project documentation, user guides and maintenance of asset register * Updating intranet information pages | | | |
| **IMT Project Support Officer (Contractor)** | | **Mar 2014** | **Dec 2014** |
| Leeds Teaching Hospitals NHS Trust | |  |  |
| * Project support | | | |
| * + Windows 7 rollout project | | | |
| * + eWhiteboard infrastructure deployment and integration | | | |
| * + NHSmail (Office 2010) Project | | | |
| * Building & upgrading PC’s to spec (HP/Fujitsu and Stone PCs) | | | |
| * Providing 1st and 2nd line support to NHS system end users | | | |
| * + Logging, updating and solving incidents through BNC Remedy | | | |
| * + Troubleshooting desktop, laptops, printers, MFD’s, mobile devices | | | |
| * + Troubleshooting software and network related issues | | | |
| * + Dealing with external service providers | | | |
| * Installation and support of Audio-Visual equipment | | | |
| * IT Administration and support | | | |
| * + Active Directory | | | |
| * + Novell NetWare administration | | | |
| * Software administration and support | | | |
| * + System Centre Configuration Management 2012 | | | |
| * + Post-deployment troubleshooting | | | |
| * + Remote access and installation of software via VNC and Remote Desktop | | | |
|  | |  |  |
| **ICT Network Support and Development Technician (University Placement Year)** | | **May 2011** | **Sep 2012** |
| Skipton Girls' High School | | | |
| * Providing 1st line and 2nd line support to end users | | | |
| * Providing training to end users | | | |
| * Troubleshooting and fixing hardware and software issues (over 800 network and portable devices | | | |
| * Assisting the network manager | | | |
| * + Installing Linux server | | | |
| * + Managing and maintaining the network infrastructure | | | |
| * Updating the institution’s intranet and external facing website | | | |
| * Software and hardware administration | | | |
| * + Installation of Operating Systems (MDT), Microsoft packages, Adobe packages and SIMS | | | |

|  |  |  |
| --- | --- | --- |
| **Education History** | | |
|  | | |
| **Sept 2009** | **Dec 2013** | **University of Bradford** |
|  |  | BSc (Honours) Multimedia Computing |
|  |  | 1st Class Honours with Diploma of Industrial Studies |
|  |  |  |
| **Sept 2006** | **Jun 2009** | **Craven College** |
|  |  | Applied A-Level in ICT Double Award (AA) |
|  |  | BTEC Level 3 – National ICT for Practitioner (Distinction) |
|  |  |  |
| **Sept 2000** | **Jul 2005** | **South Craven School** |
|  |  | 9 G.C.S.E A-C (including English, Mathematics, Science) |

|  |
| --- |
| **Achievements & Interests** |
|  |

* Top 4% in the UK for my A level results
* Awarded 76% in my final year project, second highest in the whole year
* The Best Undergraduate Ambassador Scheme Final Year Project award

|  |
| --- |
| **Other Skills** |
|  |
| * Full driving licence |
| * Multilingual, speaking proficient Punjabi and Urdu |
| * Child Protection and Safeguarding Course |