

JACOB PEAT

NETWORK/DEVELOPMENT ENGINEER

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KEY SKILLS

Business development
Communications
Change management
Risk management
Health & safety compliance
Root cause analysis
Continuous improvement
Project management
Customer service
Network planning
Customer needs analysis
Problem solving
Negotiations
Relationship management
Quality assurance
Operational efficiency
Training & development
Attention to detail
Governance
Policy & procedures
Report writing
Regulatory compliance
Stakeholder management
Mentoring
Root cause analysis
Troubleshooting
Video conferencing
Polycom/Cisco/barco/Clicksgare

EDUCATION

MTA: Windows Server
Administration Fundamentals
Nov 2016

MTA: Windows Operating
System Fundamentals
Apr 2016

MTA: Networking Fundamentals
Jun 2016

IT Practitioners Diploma Level 3

Base
Saint Francis Xavier Sixth Form
College

Jul 2015
Windows Server 2012 + 2016

GCSEs x 7
Installation / configuration
Archbishop Tenison's School
Jun 2013

Managing Server Roles

Managing Server Shares

Windows 10

PROFESSIONAL PROFILE

An accomplished IT engineer with expertise in network support and development. Adept at assessing IT challenges and creating solutions to maximise productivity while ensuring minimum disruption to services and business functions. A specialist in repair and maintenance of networks, with a clear vision of outcomes and the tenacity to drive progress within the boundaries of regulatory compliance. Demonstrates a complex knowledge of IT systems and capabilities. A pragmatic operator and dynamic team player hungry for a challenge, fuelled by the collaboration of working as an effective group, yet independently driven to deliver projects on time and specification.

EXPERIENCE

IT LEVEL 2 ENGINEER

Bouyues Construction Ltd. / London / Apr 2019 – present

An integral part of a team of 5 covering the head office and more than 20 sites around London and the region of South East England.

- Handling ticket SLAs, image laptops and desktop via SCCM, ensuring high levels of support and expeditious delivery.
- Setting up the technology and networking facilities of new offices (configuring switch, WAP and printers), as well as providing 3rd line support for the Windows server 2016 environment.
- Sole support engineer for head office, ensuring continuity for VIPs and board directors, through dedicated attendance, anticipating operational issues and mitigating before difficulties arise.
- Mentoring members of the service desk team, to encourage a culture of learning and development.
- Preparing a network to collectively manage lift cameras, building management system, lockers etc. on the same router, switch & IP range.
- Ensuring fluid communication channels between colleagues and clients to promote engagement and track progress at all stages of repair and maintenance.

IT FIELD ENGINEER

Balfour Beatty Investments / London / Feb 2018 – Mar 2019

Provided cover and support for around 100 users in the investment office where the pace was fast and the deadlines crucial.

- Collaborated with project managers, establishing sites from a standing start, racking switches and servers into cabinets, as well as connecting

Balfour Beatty Investments / London / Feb 2018 – Mar 2019 (contd)

- Joined calls with Verizon to test speeds and configure WANS and switches, to ensure the communication process was efficient and uninterrupted.
- Consistently delivered high standards of customer service meeting and exceeding expectations and ensuring a continuous process of improvement