

## Jeremy Weyman

Email: JWeyman82@outlook.com

### Personal Profile

Technical Support Analyst Providing Global Support to over 1500 users  
Experience within IT Production, building upgrading, repairing and software loading of PCs, laptops and Servers.  
Responsible & hard working with high level team skills  
Excellent verbal & written communication skills, friendly & calm.  
Advanced level BTEC training & experience within Information Technology.  
Full UK Driving licence

### Technical Skills

- Remote Installation service (RIS)
- Group policy (GPO)
- Windows 10, 8,7, Vista, XP, 2000,
- Microsoft Office 2003\2007\2010, Excel, Word, Power point, Access, Outlook
- Active Directory Maintenance
- Back up Software
- HP & Cisco Network Switches, Routers & Patch panel Maintenance
- Diagnosing and fixing faults with Systems,
- Lotus notes Administration
- Maintaining servers HP & Dell Running windows server 2012, 2008, 2003 & 2000
- TCP/IP networking & DNS, Networking PC's and printers.
- Avaya Telephone system and IP office administration
- Citrix
- VPN
- Blackberry support
- Right Fax
- SQL
- IT Service management software
- Thin Client administration and Support
- Remote Desktop Services
- VM Ware server administration
- Printer hardware maintenance
- VNC

### Employment History

August 2016 to February 2020 **Carer**

Full Time Carer for my Father who suffered from a Brain Injury.

My Fathers health has significantly improved and I am now looking to get back in to full time employment.

May to August 2016 **Filed Engineer VSL Support**

Travelling to customers sites to fix PC and server issues

Working at various sites including Army Bases, RAF Bases, Schools, Factories, Hospitals  
Providing Technical support to companies such as Sodexo, Carillon and various other organisations.

Re-imaging PC's and servers as per customers specification.

Deploying large scale roll-outs of new PC's for companies such as Sunguard

September 2015 to May 2016 **Microminder**, Dental IT support

Filed Engineer providing Installation and repairs for all IT equipment and Servers at Dental practices across the South UK.

March 2012 – August 2014 **CTC Aviation Group Limited,**

CTC is a leading provider of pilot training, contract pilots, consultancy and management support to the Airline Industry as well as Private Jet management

- working in a customer-focused and proactive role in a fast-paced environment where I supported every aspect of the corporate IT infrastructure.
- Providing 1st and 2<sup>nd</sup> line support varying from end user query's about desktop problems to working within a virtual server environment.
- Setting up all AV equipment for monthly events, setting up mixer controlling audio channels, making sure microphone feeds are correct levels for speakers.
- Setting up Video and audio recording,

December 2010 – March 2012 **Technical Support Analyst, Carnival UK,** Head office for P & O cruises, Cunard and Princess Cruises.

- Providing Technical Support on Desktops and Laptops to over 1500 users, 9 International remote offices and 10 Cruise ships based from Southampton.
- Providing 2nd Line support to the users via Remedy to ensure that SLA's are complied with.
- support of LAN/WAN
- Ensuring all software conforms to company standards
- Provide inventory information to administrative team.
- Supporting Blackberry's and I phones
- Supporting and administrating Lotus notes
- Shift patterned work including weekends and Providing out of Hours on call for urgent IT issues for Ship and Shore staff

April 2010- December 2010 **IT Support Officer, NHS National Treatment Agency London**

- 1<sup>st</sup> and 2<sup>nd</sup> line support to circa 150 users
- maintain fault logs and respond to users regarding problems as required
- backing up all NTA data on a daily basis, ensuring security of same
- Assisting in managing the network in conjunction with the IT Team.
- Creating new build PC's and administrating current builds.
- Administrating Microsoft Exchange and supporting users with Microsoft Outlook.

September 2007 – March 2010 **Systems Coordinator Mitsui O.S.K Lines UK**

- 1<sup>st</sup> and 2<sup>nd</sup> line IT support making
- Maintaining all Desktop PC's, Laptops. Servers, Domain controllers and phone systems. Installing new PC systems.
- Ensuring servers are backed up daily, Recovering lost data and files from backup tapes
- Installing security updates and patches on servers
- Monitoring Network performance and troubleshooting any issues

- Managing the local IT procurement policy, by establishing and maintaining relationships with local IT and communications vendors
- support roll-out of IT & EDI projects ensuring proper project analysis and act as interface between 3<sup>rd</sup> party vendors and MOL business units.
- Training of assistant Systems Administrator

#### Achievements

Managing the Server room relocation & Installation of new floor ports throughout the office ensuring new Data and phone lines and new patch panels were installed before the Cut-over date, Moving all Routers, Hubs, Switches, Server's and the phone system then re patching the Phone system and Data to all the new Floor ports.

Migrating all UK systems from Lotus notes to Outlook

Disaster Recovery, relocating whole UK office IT systems to temporary office for 2 weeks due to office flooding, re-routing all PC's back to head office over temporary VPN lines.

#### March 2006- September 2007 **European Network Administrator, Mitsui O.S.K Lines BV Netherlands**

Based at the European Head office supporting Users located in 55 locations across Europe, Africa & India. Ensuring all offices are connected to the American Data centre via VPN tunnels or Fixed lines for the central Shipping Database. Ensuring our Main Branch offices in Europe are connected to the European Data centre for Email, Right Fax, AS400, & Financial applications. Helping to connect new offices to our networks. Resolving Problems with VPN connections for Printers and Fax's to our networks. Trouble Shooting Network performance issues via Infonet reporting sight, What's up gold and Net Flow analyser.

Resolving technical issues with our shipping SQL Database i.e. Reports not generated, Printing faxing emailing problems.

Maintaining & installing new servers in our Data centre and Office's.

Maintaining Firewalls and VPN concentrators.

Administering Lotus Notes Domino Server

Citrix Administration and Support

July 2004- March 2006

April 2004- July 2004

January 2002- September 2003

**Systems Administrator, Mitsui O.S.K Lines UK**

**Repair Engineer, Solid Circle Services Ltd**

**Production Assistant, Microlink PC**

#### **PROFESSIONAL QUALIFICATIONS**

1999 -2001 **BTEC National Diploma in Computer Studies**

(Advanced level study). A broad based course investigating all aspects of information technology including

PC Installation Specification and Maintenance, Information Technology Fundamentals, Internet and Intranet Technologies, Micro Processors, Business Systems.

Programming, Data Communications, Quantitative Methods, Communication Skills.

1994-1998 **8 GCSE Passes**, including English, Maths, Science.

#### **LEISURE ACTIVITIES:**

I am a Sociable person and enjoying doing various activities, Including Travelling, Music events, Cinema, Gym and Walking my 2 Dogs