

# Néstor Retamosa García

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## Profile

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I am an enthusiastic, hands-on IT professional with more than 15 years experience.

I have a proven track record of managing and maintaining servers, desktops and MFP's in LAN/WAN network infrastructures, and adopt a meticulous approach to ensure the smooth-running of business operations.

Qualified as Developer Technician in Computer Applications, I enjoy closely following the latest changes in technology and apply this to my duties wherever relevant.

## Skills Summary

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- Management of programming language JavaScript, C, C#, React, Express
- Thorough understanding of computer and networking concepts.
- Active Directory management Exchange 2003/2007, Backup products, Anti-Virus products, DNS/DHCP, TCP/IP, Ethernet, wireless router and Firewall Configurations.
- VMware, Hyper-V.
- Providing 1st/2<sup>nd</sup>/3<sup>rd</sup> line support to users.
- Installation and support of telecommunication equipment.

## Qualifications

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2003 - Development Technician in Computer Applications

## Education

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- 2003 Training at Work (F.C.T). Chamber of Commerce of Ciudad Real.
- 2001 - 2003 Professional Training II in Development of computer applications.

## Employment History

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### **We The Curious.**

*IT Analyst.*  
*Bristol, UK.*

*15<sup>th</sup> March 2018 - Present*

We The Curious is a science centre and charity in Bristol.

During the first 6 months I worked within the Infrastructure team supporting the day-to-day operation and complex IT Systems and software used both by the staff and by the interactive exhibits in the exhibition areas.

After this period I was offered the position of Software Developer to help building prototypes for the project of the museum's renovation.

### **Gekko Partners Ltd.**

*IT Technician.*  
*Newbury, UK.*

*1st October 2017 - Present*

Work alongside the IT team:

- 1st, 2nd&3rd line technical support for all desktop, server, mac and mobile platforms
- General user and computer administration, asset management and maintenance.
- Website and intranet maintenance and administration.
- Configuration and support of proprietary and in house systems

- Procurement of equipment, peripherals and consumables with asset management
- Manage, monitor and maintain system backups
- Assist with network and server support including but not limited to Windows server Active Directory infrastructure, DNS, DHCP, WSUS, IIS and SharePoint intranets and Wifi infrastructure.

### **Fresh To Store Ltd.**

*IT Analyst.*  
*Swindon, UK.*

*9<sup>th</sup> November 2016 - 31<sup>st</sup> August 2017*

Fresh To Store Ltd. (Kerryfresh group) is one of the leading suppliers of chilled & fresh foods to the convenience sector including clients like Pounland, WHSmith, BP.

Providing 1st line IT support to users. Involved in pro-active maintenance of Mobile devices, PCs, servers and network environments for a mobile workforce as well as trouble shooting issues on the systems.

- 1st Line Helpdesk support to the business users across multiple sites. Prioritising and logging support call requests and escalating complex issues to 2nd line support.
- System administration of Active Directory and Microsoft AX including user set-up.
- Networks(WAN/LAN), Remote Desktop Servers, Virtualised Servers(Hyper-V).
- Configure and support IT devices, PCs, laptops, printers, Mobile Devices, IP phones.
- Hand Held device and Hardware maintenance.

### **Techs4Education Ltd.**

*IT Technician.*  
*Salisbury, UK.*

*25<sup>th</sup> July 2016 - 31<sup>st</sup> October*

Techs4Education Ltd is specialized in providing IT Support for schools.

- In charge of the IT support of three schools:
  - St. Monica Primary School (Southampton)
  - Mansel Park Primary School (Southampton).
  - Castle Hill Primary School (Chessington).

- IT Procurement and Installations.
- Project Management.
- Consultancy.
- Inventory Management.
- AV Solutions.

### **XCS Ltd.**

*IT Analyst.  
Fordingbridge, UK.*

*1<sup>st</sup> October 2015 - 6<sup>th</sup> July 2016*

XCS Ltd. (Xerox Concessionaire).

- Preparing, delivering and installing MFP's.
- Installation and Troubleshooting of software solutions.
- Customers service: phone calls, remote connections or visit on site to solve issues (fax, scan, print, network, Windows Server support, etc.).
- General office work: meter readings, Xerox Fleet Portal.
- IT support for the company. Servers and computers administration, software, databases, CRM.

### **CFA Trading Ltd.**

*Computer Technician.  
Poole, UK.*

*July 2015 - 21<sup>st</sup> September 2015*

CFA Ltd. is a company dedicated to selling refurbished laptops wholesale. I am part of the team of technical engineers whose main function is to fully restore and refurbish these laptops.

- Installing hardware and software systems
- Maintaining or repairing equipment
- Upgrading existing hardware and software

- Troubleshooting a variety of computer issues
- Setting up computer security measures
- Fix faulty equipment testing systems to make sure that they are working properly.

### **Opinion Research Services.**

*Phone surveyor.  
Swansea, UK.*

*June 2014 - March 2015*

- Opinion polls by telephone for municipalities, police stations and hospitals.
- Using the computer system Computer Aided Personal Interviewing (CAPI)
- This job has been very helpful to improve my spoken English.

### **Mediabase GMBH.**

*SEO / PPC Specialist  
Swansea, UK. (Austrian company)*

*Sept 2013 - May 2014*

- Ecommerce Search Engine Optimization activities.
- Link building, content and keyword strategy to increase rankings on all major search networks.
- Execute tests, collect and analyse data, identify trends and insights in order to achieve maximum ROI in paid search campaigns.
- Track, report, and analyse website analytics and PPC initiatives and campaigns.
- Optimise copy and landing pages for search engine marketing.
- Perform ongoing keyword discovery, expansion and optimisation.
- Research and implement search engine optimisation recommendations.
- Research and analyse competitor advertising links
- Recommend changes to website architecture, content, linking and other factors to improve SEO positions for target keywords.

## **Trinity Saint David University.**

*Library assistant.*  
*Swansea, UK*

*Sept 2012 - June 2013*

- Issue, renewal, and return of books and other materials using a computerised library management system
- Re-shelving and shelf-tidying
- Computer data input
- Routine stock processing and repairs
- Assisting with routine enquiry work as required including logging on to Libraries Online using booking software and providing routine support
- Providing administrative support including dealing with routine letters, e-mails, and bills plus other duties relating to individual team work
- Assisting senior staff with training and supervision
- Assisting with outreach activities both inside and outside the library

## **Leon Triviño Construction S.A.**

*IT Manager.*  
*Ciudad Real, Spain.*

*Sept 2003 - May 2012*

- Design and installation of new network and serves.
- Installation of printers, plotters, telephones.
- Server's maintenance.
- Offering technical support on-site or via phone or email.
- Developing customized applications for file management, employee data management, weighing of Lorries, etc.
- Activities of the company's business such as budgeting, projects, plans, reports, documents scanning, etc.