**Paul RJ Mellors**

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**Personal Statement:** For over 30 years I have been helping support both customers/stakeholders and internal departments with their IT requirements

The role of IT manager was demanding both mentally and physical with the need to adapt to each of the requirements of both internal and external colleagues. These requirements ranged from the installation of a Windows/Linux based servers, a python script to copy and compare files, to a problem in a word or excel document. Proactively monitoring a 70+ user network for problems was also a challenge but allowed me to get right into the core of any issues which was always exciting and fulfilling.

I am constantly trying to evolve and have spent many an hour learning new skills to broaden my horizons giving me the knowledge, that whatever the task, I will be able to achieve its goals.

Being a manager gave me the skills to deal with all levels of staff, run a highly motivated team, perform 1to1 reviews, create training documentation/procedures and due to covid, work on my own when required.

**Key Skills:**

**IT Management:**

Assist the running of a highly motivated team, doing 1on1 reviews, identifying staff IT needs and training. Creating documents for Training staff on the use of office tools, from Microsoft Word to Microsoft Teams. Create internal processes and procedures from Business Continuity to Fire Safety and Evacuation. After fire safety training, I was a company fire Marshall. Working closely with all departments to ensure all systems work smoothly.

**System Administration:**

Install both windows [2022r2/16/19] and Linux [Debian/Red hat] servers for use in a production environment. Proactively monitor a 70+user network using tools such as Nagios to identify any issues. Setup, using external portal access, O365 emails and other [teams] access and the configuration of security and group requirements across the O365 ecosystem. Monitoring and maintaining a Hyper-V / VMware ESXi system with numerous Virtual servers and trouble shoot any staff related issue, with assistance colleagues when required.

**Systems Used:**

**Linux**

Red hat, Centos, Debian, Ubuntu, DNS/Apache various Open source CMS systems, WordPress/Joomla, VMware ESXi

**Windows**

Windows server 2012r2 . 2019, Windows desktop 7/10/11, Office 365, Active Directory, DNS, applications and tools. Hyper-V, SQL

Due to complete Google Data Analytics Course – End September 2022

**Work History:**

**The Health Store: IT Manager – 2017 – 2022**

* Responsible for the IT team’s wellbeing and support across 2 sites.
* Purchase new software and hardware for company use.
* Creation of internal documentation and company processes.
* Internal team member reviews and identify training requirements.

**The Health Store: System Administrator – 2014 – 2017**

* Installation and Configuration of Server Technologies Physical and Virtual using Windows and Linux/Hyper-V and VMware ESXi
* Monitor and maintain Windows Server Systems [2012r2/16/19]
* Monitor and maintain Linux Debian/RHEL servers.
* Configuration and setup of SQL server for internal use
* Configuration and setup of internal LAMP intranet
* Maintenance of HR Systems Including Time and Attendance and Payroll
* Maintenance of Cloud based Telephone System
* Maintenance of the Company’s website using html/css/WordPress.

**Heart Internet: Team Leader – 2011 – 2014**

Responsible for all support staff with the customer services manager.

managing rotas, holidays. Dealing with complaints that require management intervention. Support training. I was also one of the office first aiders.

**Heart Internet: 2nd Level Technical Support - 2006 - 2011**

Responsible for supporting 1st Level support staff within the company, providing solutions or advice for any customer queries or technical issues which they are unable to resolve. Company ran numerous Red Hat and Microsoft Windows Servers for web hosting purposes.

**Milford Associates Ltd – Office Manager - 2005 - 2006**

Responsibilities included: Running and maintaining the company’s website. Updating and monitoring the companies, Web Server. Looking after a small team of part time staff I was responsible for Rota’s, Pay and issuing of work for the day.

**Computerland UK Plc – Server Support Technician - 2000 - 2005**

Responsible for monitoring and maintaining customers windows servers using remote access software and monitoring systems.

**Medoc Computers Ltd - Technician - 1995 – 2000**

Responsible for installing, maintaining, and configuring the company’s software. Installing EPOS hardware on customer sites.

**Mastercare PC Service Call – Technical Support - 1990 - 1995**

Responsibilities included providing telephone technical support, Business server support to customers / end users and external engineer support .

**IBM – Youth training scheme - 1989 – 1990**

Working within various departments during the year included Stores, hardware maintenance and installation and engineer support.

**Education:**

**Colonel Frank Seely Comprehensive School - 1983 - 1989**

4 GCSEs including Math, English, Physics, Chemistry and Information technology

**Personal Interests.**

I am a keen amateur photographer.

I indoor climb at the local climbing gym at weekends.

*References available upon request.*