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Kevin Russell

IT Support

About Me

I am a dependable hard worker and aim to assist the people I come across as much as possible. I am always up for a challenge!

Work Experience

March 2015 - Present, Desktop Support Tomorrows World. @ Department of Health

I am part of a small team that oversee the IT infrastructure for the Department of Health and Department of Children and Youth Affairs.

Some daily routines include:

Manage multiple servers and ensure that all patches are up to date.
Control the Network administration. Implementing rules to prevent any attacks using Webmarshal, Webtitan and Cisco iron port facilities.
Also answer phone calls and emails sent to the help desk and I am comfortable interacting with the public employees, to solve any ongoing issues.

Oct 2014 - March 2015, IT Migration Engineer Tomorrows World. @ Aviva Ireland

6 month project to oversee a single operating environment. We made the transition from Windows XP - Windows 7 and also made changes to the domain from an old Hibernian to a centralised Avivagroup workgroup. Dealing with insurance brokers and an array of software I had to troubleshoot multiple products in an very fast action packed agile environment.

Summer 2013 - Summer 2014, Lotus Notes EMEA Software Engineer @ I.B.M.

After college I got a student contract in IBM. I performed a variety of roles in the Lotus Notes client support area. These mainly consisted of assisting the customers in upgrading, installing and maintaining their software. I also provided support for other areas including; Access control, analysis / debug crashes.

Skills

Platforms

- Windows 7,8,10
- Server 2012
- Citrix
- Android
- Blackberry
- IOS
- Ubuntu

Computer software

- Ms Office
- Ms Outlook
- Ms Lync
- Lotus Notes
- Domino
- Sametime
- Ghost
- Truecrypt
- Bitlocker
- Sophos
- Safend
- Lumension
- Cisco Any Connect
- Product Writer
- Hiqs
- Quick Test Pro
- IBM DB2
- Host on Demand
- Assyst
- Kana
- CMDB

Older Experience

July 2012 - July 2013, Broadband Tech Support

@ Eircom + HCL Technologies

Dealing with customers, I provided technical assistance in the areas of Troubleshooting broadband and PC connections to the whole of Ireland. Some of these issues included; TCP/IP, Mail Client, Wireless Connectivity Troubleshooting, FTP server setup, Router Conguration.

Oct 2011 - April 2011, IT Support

@ The Tech Fixers

Running diagnostics on Desktops/ Laptops. Some tasks included virus removal, reinstalling operating systems, performing backups, hardware replacement and xing phone screens.

June 2011 August 2011 , Kitchen staff

@ Buxys Restaurant

I was in the USA on a J1 visa and worked in Buxys Bar and Restaurant as general kitchen staff to maintain myself during the Summer while living there.

Education

MCSA Server 2012

Currently studying to get a MCSA Qualification

2008 - 2013, Dublin Institute of Technology, Kevin Street

Attained BSC In Computing

4th year Thesis

Developed an application to help prospective house buyers inform themselves about location specific data.

3rd year Dissertation

Created a software tool to assist and educate people about how to create a product using the principles of Universal Design

2002 - 2008, Castleknock Community College

Attained Leaving Certificate with Honours.

Qualifications

Attained in college:

- Cisco Certied Network Associate (CCNA) modules
- European Computer Driving License (ECDL)
- Knowledge of Javascript, PHP and Apache functionality
- Knowledge of SAP, and SQL database management systems
- Knowledge of Geographic Information Systems (GIS) and spatial data

Outside College:

- Full Driving License attained
- Manual handling course attained
- Attained a bronze medal for the Presidents Gaisce award.

References

References upon request.