

Sidonio Dos Santos

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Professional Profile

A dedicated, diligent and focused CompTIA A+ and Network+ qualified professional with seven years' customer service experience seeking a new role in 2nd and 3rd line IT support. Excellent knowledge of Windows PC's and laptops, and able to efficiently install, configure, and upgrade hardware and software for computers, printers and other devices. A natural aptitude for troubleshooting and resolving technical issues and enjoys being part of highly productive teams whilst equally adept at working independently using own initiative. An accomplished multi-tasker, naturally proactive and organised, and is committed to continuous professional development.

Key Skills and Experience

- Analysing and resolving technical and non-technical problems with optimal efficiency
 - Establishing, building and maintaining positive relationships with customers and colleagues at all levels using strong interpersonal and communication skills
 - Delivering outstanding customer service through identifying requirements, providing information and resolving a wide range of technical issues efficiently and professionally
 - Perform effectively as part of a team, and planning and prioritising tasks to ensure on time completion
 - Strong knowledge of Microsoft based operating systems with emphasis on Windows 7, 10 and Office 2016 (particularly Outlook) and, ideally, Office 365
 - Experienced in using and troubleshooting Outlook within a network environment (permissions, calendar sharing, delegation)
 - Good knowledge and experience of mobile phones (iPhone, Android, etc.) for system configuration (email settings, certificates deployment, application installation, etc.)
 - Good knowledge and experience of Apple Mac OS X, within a Windows environment (Active Directory integration, File/Print server, etc.)
 - Knowledge of network configuration on workstations (DNS, TCP/IP and other networking concepts)
 - Ability to write technical documentation to feed the Service Desk knowledge database
 - Knowledge of a ticketing system and Service Desk procedures
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Education and Qualifications

Ongoing	BSc (Hons) in Computing and IT <i>The Open University</i>
Key Modules:	Cisco, Linux, Networking and Web Design
2012	MCTS Configuring Windows 7
2011	CompTIA Network+ (Computer Networking) <i>Open IT Ltd</i>
2011	CompTIA A+ (Computer Maintenance) <i>Home Learning College</i>

Relevant Experience

Mar 19 – Feb 2020 Oxford University

IT Support Officer

- Helping Senior IT Support Officer for upgrading network equipment
 - Supporting end user as well as working on various projects including windows 10 roll out
 - Log all requests or incidents in TopDesk System
 - Point of escalation for trainee support or apprentice as well as sharing knowledge by creating documentation in Confluence page.
 - Supporting Chorus Phones (VOIP telephone), PCs, Laptops, MACs, and various mobile devices including lap machines
 - Supporting various applications for teaching and research group
 - Escalate VIP or unresolved incidents
 - Liaise with users about their incidents to ensure they are kept informed of the progress
 - Have a group stand-up meeting every day with fellow support team members as well as manager about the plan for the day.
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Jun 18 – Jan 19 D'Overbroecks College

System support engineer

- Continue with Windows 10 migration to improve PC's performance
 - RAM upgrade of over 200 PCs
 - Installation of Windows 10 machines from laptops, short-form-factors and desktop minis using SCCM as well as all the required applications
 - Improve the School's AV systems by replace all the old projectors and interactive white boards
 - Taking phone calls and log incident via ticketing system called LANSweeper
 - Perform admin tasks such as creating Wi-Fi codes to three different sites as well as all the boarding houses
 - Take part in weekly follow-up meetings and report to management team about the tasks that have been completed during the week.
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Mar 18 – Jun 18 Oxford University

Nexus 365 Migration Support

- Part of a team of floorwalkers, providing post-migration support for users following migration from on-premises Exchange to MS hosted Office 365.
- Carrying out routine tasks such as re-configuring Outlook client for windows machines, MAC mail client and mobile devices
- Log all requests in HEAT
- Escalate VIP or unresolved incidents
- Liaise with users about their incidents to ensure they are kept informed of the progress
- Take part in weekly follow-up meetings to discuss lessons learned and create documentation as necessary.

Nov 17 – Feb 2018 NHS Foundation Trust

IT Helpdesk Support Analyst

- Taking phone calls, gathering information and log calls using Service Now

- Remotely connect to the machines using Dame Ware for troubleshooting, installing software, etc.
- Updating policies, mapping network drives (shared folders), reset password, enable and disable account as requested
- Re-create trust profile on iDevices, added user to laptop (McAfee safeboot), re-create windows user profile and offline file fix
- Re-create Outlook profile, ran in safe mode, add delegate access in Ms Outlook etc.
- Logging, assigning and escalating calls to internal IT and external Teams.
- Providing regular updates and communications to the business.
- Following IT procedures e.g. ITIL and strictly complying with the Policies
- Produce Management Information as required.

**Jan 10 – Mar 10 PHONE CITY
PC Technician**

- Installing, configuring, upgrading and replacing software, hardware, applications and drivers
- Carrying out data recoveries, backups and restorations with optimal efficiency
- Replacing motherboards, laptop screens and keyboards
- Removing viruses and spyware, and performing comprehensive system cleaning and optimisation
- Carrying out various fixes to various PC and laptop issues

Employment History

Sep 10 – Sep 17	BELLERBYS COLLEGE, Catering Assistant
Mar 10 – Sep 10	SECONDSITE RECRUITMENT AGENCY, Catering Assistant
Feb 08 – Nov 09	TC CONTRACTORS, TESCO, Cleaning Operative
Jan 06 – Feb 08	ADECCO RECRUITMENT AGENCY, Line operative

Interests Include: IT, Photography, and Running

REFERENCES ARE AVAILABLE ON REQUEST