**Name: Adam Khalid**

**Position:** Google Apps Support

**Location:** London, SW18 1AA

**Salary:** £32,000

**SUMMARY**

Google Apps Support Experience

Strong Support Experience

First-class communication skills

**FOR FURTHER INFORMATION OR TO ARRANGE AN INTERVIEW PLEASE CONTACT:**

**Adam Khalid on 01234 567 890**

***PROFILE***

Apple certified computer engineer looking for an IT in-house support position where I could apply my knowledge and experience to collaborate in the development of consistent and long lasting IT strategies and projects.

Working as an IT analyst during the last five years within the marketing, new media and events industry, I have gained vast experience in different fields such as working in changing, high pressure environments where unexpected situations need calmly and thoughtful solution; building up relations with providers and clients; paying attention to detail no matter how small they could seem; the importance of team work and generating solutions that simplify colleagues and company’s processes.

I defined myself as a committed, enthusiastic, trustworthy, organized and competent individual with a high capacity to learn and adapt to new environments, who enjoys new challenges and always has a hands on approach to any situation that can come up with.

***IT SKILLS***

* Certified Macintosh and PC hardware and software troubleshooting and maintenance.
* Computer network administration experience.
* Cloud and virtualization technology (Google Apps, Box.com, Amazon EC2, Rackspace)
* Microsoft hosted solution experience and knowledge. (Hosted Exchange, Office 365)
* Apple IOS, Blackberry and Android devices software knowledge
* Windows and Mac Server administration, maintenance and troubleshooting skills and experience.
* System analysis and software engineering skills.
* Router and switches set up and programming.
* Database development and Maintenance
* Basic programming knowledge (Java, JavaScript, AppleScript, Bash Scripting and Automator)
* AV equipment setup and management knowledge

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| * Software Knowledge: | **Macintosh (Client):**   * OS X LION 10.7, Snow Leopard 10.6, Leopard 10.5. * iWork and iLife ’11. * Microsoft Office for Mac (2008 and 2011) * Adobe Creative Suite versions 5, 4 and 3 (Use and Troubleshooting) * Final Cut Pro and Cinema 4D. * Extensis font manager * Different Mac OS x troubleshooting tools: (Cocktail, Diskwarrior, Tecktool pro) * VMWare and Parallels for Mac |
|  | **PC:**   * Windows operative systems: 7, XP, Vista. * Microsoft Office Professional, Visio, Access and Project (2010, 2007, 2003) * Different antivirus packages (Sophos, AVG, Norton and McAfee)   **Linux:**   * Redhat 4 Server * Ubuntu 11 client |
|  | **Server:**   * Mac OS Xserve implementation and administration. (CERTIFIED) * Windows and Mac RAID technologies administration and implementation. * Google Apps administration and implementation. * Microsoft Windows Server 2003 and 2008. * Microsoft Exchange and Active directory 2003/2007 (Hosted and in House) Administration * Backup software packages: CrashPlan, Veritas Back up Executive 11, 11d; Bru and Retrospect for Mac and PC. * Remote client assistance applications: LogMeIn, Windows remote Desktop, RealVNC, Apple remote Desktop, Screen Sharing (Mac) VineVNC (Mac), Teamviewer, SSH. * Blackberry server and handheld administration software. * Antivirus suites: Sophos antivirus, Symantec. * Box.com for business design, implementation and administration. * JAMF Casper suite. |

***CARREER SUMMARY***

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| November 2010 – June 2012 | **Lead IT Analyst.** America’s Cup Race Management. (34th America’s Cup and ACWS). UK/US  DUTIES AND RESPONSABILITIES: Work closely with the Director of IT to design and implement the company’s IT strategy. Look after company equipment and software ordering, budget and inventory. Production of documentation for both users and department about several services and technologies used by the company. Look after the telephony needs for offices and employees. Analyze, troubleshoot and resolve any day-to-day support queries from both San Francisco and UK offices employees (Aprox. 120 in house, Mac-PC cross environment) Collaborate with the deployment configuration and implementation of each America’s Cup world series IT strategy.  MAIN PROJECTS ACHIEVED:   * Design and Implementation of Deployment servers Mac and PC for the company. * Design and deployment of cloud base file sharing solution for the company. * Implementation of CardDav solution for Mac computers and mobile devices. * Design and implementation of Audit for office and venue equipment. * Overseeing design and implementation of IT network at UK office. * Design implementation and management of IT ticketing system for the department. * Design and implementation of Box.net (File management and sharing system) * Deployment and management of all printers across offices and venues. |
| June 2006 – September 2010 | **IT Analyst.** The Light, London, UK  DUTIES AND RESPONSABILITIES: Looking after a set of clients, liaise with any new requirements or issues that might be reported by them, report to Office manager or Directors of clients, keeping control of certain repetitive tasks which should be completed on a daily, weekly and monthly basis and find corrective solutions that may arise and could impair completion of these same tasks.  Providing 1st to 3rd Line support onsite, remote and over email and phone to a diverse type of New Media and marketing clients (Mac and PC) trying to implement long lasting solutions within an established response time while trying to keep record of the development and solutions generated by each issue.  Carrying onsite network and computer installations and learning in depth usage of specific software packages.  CLIENTS: - Glue London  - De-Construct  - Brothers and Sisters  - Lean Mean Fighting Machine  - Harriman Steel  - Nick Bell Design  MAIN PROJECTS ACHIEVED:   * Set up, development and administration of a Mac only IT network for a 50+ new media agency. * Design and implementation of back up strategy for multiple clients of different sizes, requirements and resources * FTP site design, implementation and administration for different clients. * Planning, coordination and execution of office moves for different clients. * Server solution planning and implementation for migration from an in-house server solution to a cloud/hosted environment. |
| June 2004 –  To May 2006 | **OFFICE MANAGER.** 360 Communications Ltd. London, UK.  DUTIES AND RESPONSABILITIES: Looking after daily basis tasks needed to run a busy medium sixe PR office. Sorting mail, deal with accounts, internal databases, IT support contact, responsible for running the company media centre, generating press coverage reports, management of contractors, suppliers and general requirements from directors and the office in general, recruitment of office assistants.  MAIN PROJECTS ACHIEVED:   * Design and implementation of a Database to keep record of accounts, invoices and cheques sent and received by the company. * Office Move: Coordinating contractors, suppliers and purchase of all goods needed to move to new offices, making sure everything was in place and efficiently operating afterwards. |

***EDUCATION***

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| October – November 2010 | Apple Mac OS X technical coordinator Certification  **CORE EXAMS:** Mac OS X client Support Essentials 10.6  Mac OS X Server support Essentials 10.6 |
| September 2007 – May 2008 | *Queen Mary University of London, UK.*  Computing and information Systems Postgraduate master course. 1 Year program  **CORE SUBJECTS:** IT Programming, software engineering, system analysis, database systems, network programming, Graphical User interface design. |
| October 2003 -  May 2004 | *London College, London, UK.* Multimedia and Web design Certificate course. |
| February 1995 -  June 2001 | *University National of Colombia, Faculty of Economics Science, Department of Business Administration, Bogotá, Colombia*  **BUSINESS ADMINISTRATOR** (Five year program)  Degree Conferred 2001 (B.Sc. equivalent)  **CORE SUBJECTS:** Business management Theory, Basis of Economics, Basis of Mathematics and Statistics, Basis of Colombian Economy, Basis of accountancy, Macroeconomics, Microeconomics, International Economy, Stock Market Theory, Corporate finances, Econometrics, Financial mathematics, Managerial Informationtechnologies, Information technology applications, Project Development and evaluation, Marketing basis, Marketing advanced strategies, Human resources Basis, Production and operative investigation. Managerial strategy, Financial Management Strategy.  **OPTIONAL SUBJECTS:** Environmental Policy, Drugs traffic and International order, International Human Rights, Violence and politics, Commercial law, Tax law, work law, Simulators for Corporative management, Financial Sector and The Economy. |

***OTHER RELEVANT COURSES ATENDED***

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| December 2011 | Mac OS X Conference. London, Regent College. Conference about Apple OS systems: Lion and OS5. |
| November 2006 | *Nildram ISP, Stoke Mendeville, UK.* ISP basics and troubleshooting. |

***PERSONAL AND WORKING SKILLS***

* Customer service expertise.
* Project management skills
* General research and report presentation competency.
* Good organizational, managerial and teamwork skills.
* First Aid at work certified.
* Language skills: - Spanish: Native language.

- French: Beginners Level

* Fast & keen learner.