**Darren Dylan**

**22 Maple Ave, Leigh On Sea, Essex, SS9 1PR.**

**Tel: 01234 567 890**

**PROFILE**

A qualified IT professional with broad ranging experience in IT Security, Software Deployment and Desktop Support.

Capable of quickly adapting to changing environments. Flexible and committed with excellent communications and troubleshooting skills. Enthusiastic and self motivated with a flexible and versatile approach to work. Well developed interpersonal skills with a solid understanding of business needs. “Can do” attitude working proactively without the need for close supervision. Able to work independently and as part of a team.

Whilst working as an IT Support Analyst I gained experience identifying customer needs and communicating at all levels of the business from PA to Group CEO. I am used to working to tight deadlines and managing heavy workloads while retaining a good sense of humour. As a result I have always enjoyed good-working relationships with colleagues, customers and vendors.

I have had responsibility for managing various applications, operating systems and hardware environments. Whilst I am keen to learn new technologies I endeavour to strengthen existing skills.

After 10 years at the Financial Times (2000 – 2010) I decided to take a break, to focus on my hobby for which is Wildlife photography, this has taken me all over Europe and the South East of England photographing the wonders of nature.

**Software**

Windows Operating Systems (95, 98, XP, Windows 7) 15 Years

Windows Server (NT4, Windows 2003, Windows 2008) 15 Years

Microsoft Office (All versions) 15 years

Blackberry Enterprise Server (BES) 5 Years

Mcafee Anti Virus & EPO Admin (All Versions) 8 Years

Lotus Notes (All versions) 10 Years

Mac OSX (Snow Leopard & Lion) 5 Years

Remedy HelpDesk Support Tool 6 Years

Microsoft WSUS (All versions) 6 Years

BMC Bladelogic (Version 6 & 7) 6 Years

Microsoft SMS (Version 3) 4 Years

Active Directory and GPO's 6 Years

McAfee Endpoint Encryption 3 Years

Adobe Suite of Products 15 Years

**Hardware**

Dell Desktops , Laptops & Printers 6 Years

Apple Mac (All Products) 15 Years

HP Desktop & Printers 6 Years

**Networking**

TCPIP 10 Years

Lan and Wan 6 Years

Wireless Routers 8 Years

**Employment History**

**August 2011 – Current Freelance IT analyst and consultancy.**

**To two small vintage Volkswagen parts companies**

Providing support on a day to day issues.

Helping in delivery of a new online catalogue/websites.

**May 2010 – June 2011 Serco IT Managed Service on client site.**

**Position held: 3rd line Desktop\Builds Analyst**

Providing 3rd line support to the 2nd line Analysts on site.

Creating new standard images for a number of projects.

Dealing with Virus issues and the best course of action.

**June 2005 – November 2010 Financial Times Ltd, One Southwark Bridge, London, SE1 9HL.**

**Position held: Senior IT Security Support Analyst/Desktop Analyst .**

Providing 3rd line support to the 2nd line desktop team

Floor walking after major upgrades to core systems, to ensure the users had

the Software/Operating system installed and to troubleshoot issues that have occurred.

5 years+ experience in support to VIP's and other key business users

either in the office, home or abroad & making sure all problems were dealt with In a effective time frame.

Ensuring patching and updates occur within the FT estate on items of hardware and maintaining an effective level of security on platforms.

Work closely with other Financial Times IT teams to implement new equipment, systems and create operational improvements.

Monitoring of network for rogue or unauthorized software applications and advising on threats or patch requirements.

Software deployment via BMC Marimba tool.

Deployment of full disk encryption.

Successful roll out and upgrade of IT audit tool to entire FT estate (locally and globally).

Roll out of managed Print Service contract.

Providing and installing of audio visual unit’s (Polycom, Lifesize & Cisco) to the London office and overseas.

**Key Achievements:**

**Patch Management & Software Deployment**:

Implementation of the Patch Management & Software Deployment Tools.

**Software Asset Management**

Implementation of the Centennial Discovery Suite and Software License Manager.

**Device Encryption:**

Technical Lead in project team to deliver new hard drive encryption software to

FT laptops.

**VIP Support:**

Provided a standard SOHO setup to VIP's within their homes.

**Managed Print Services**

Technical implementation of new outsourced Managed Print Services .

**October 1999 – June 2005 Financial Times Ltd, One Southwark Bridge, London,**

**SE1 9HL.**

**Position held: Team Leader FT IT Service Desk (1st & 2nd line)**

Day to day management of a team of 10 1st & 2nd line support analysts

Incident Management

Problem management through to resolution

Production of management reports

Training the team with solutions to technical problems and inquiries.

Leading small IT projects.

Work closely with other IT teams on implementation of new equipment, systems and software Operational improvements

**Key Achievements:**

**IT Infrastructure Project**

Setting up IT infrastructure for the new Financial Times offices globally (Asia and Europe) including installation of the desktop environment for both PCs and MAC desktops and printer infrastructure. This work involved close collaboration with external providers and coordination of 3rd party services, training the local support staff.

**July 1999 – October 1999 Sainsbury’s Supermarkets Ltd**

**Position Held: 1st Line Support Analyst**

Providing 1st/2nd line IT support for Sainsbury’s Head Office:

Incident Management – ensuring calls were logged, fixed and/or passed onto the correct

teams Problem Management - analysis and successful resolution

**Professional Education:**

**IT qualifications held:**

ITIL Foundation Certificate (v.3)

BMC Configuration Management 7x: Administering Part 1 & 2

McAfee ePO 4.5 Administration

**Other relevant training:**

Sarbanes Oxley 404 requirements

PCI 1.2

Diversity at Work

Software Asset Management

**1998 -1999** City & Guilds TV and Radio production

City & Guilds Journalism and Print Production.

**Interests and activities:**

Following technology trends both from a software and hardware aspect. Experienced photographer with a specialism for wildlife photography. Socialising with friends and colleagues. Keen interest in film and music.

**REFERENCES**

Available on request.