###### **Curriculum Vitae**

###### **James Arthur**

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# **summary of Qualifications**

*MCTS: Configuring Windows 7*

*ACMT (Apple Certified Mac Technician)*

*Range of Vendor Specific Courses (Toshiba, HP, Dell and more)*

# **RELEVANT sKILLS AND EXPERIENCE**

* Working experience of ITIL Service Management processes and best practices
* Data analysis and reporting skills
* Creating/improving documentation and process
* Strong relationship builder with customers and colleagues
* Leadership and people skills
* Managing and adhering to SLA/contractual obligations
* Competent and comfortable managing and communication with 3rd parties and contractors
* Negotiating procurement, support and repair costs with 3rd parties
* Service management tools: BMC Remedy, Unity, Maginus, Cherwell Service Management, TouchPaper, Custom/Bespoke systems
* Data Protection and FSA awareness
* Financial and budget awareness
* Enjoy exceeding expectation and working beyond my obligations
* Proactive desire to improve service delivery, efficiency and value
* Hardware support: desktops and laptops, Mac, servers, printers,
* Mobile devices: Blackberry, Android, Apple including BES management
* Networking: DHCP, DNS, TCP/IP, Wi-Fi, VPN, Lansweeper, LANDesk, OpenAudit
* IP Telephony, PABX/ISDX Telephony
* Software deployment including SCCM, FileWave and Dave for Mac
* Application support for multiple platforms and publishers
* Operating systems: Windows NT, 98, 2k, XP, Vista, 7, Server 2008 + R2, Mac OSX 10.5, 10.6 (Leopard and Snow Leopard), Exchange 2003 and 2010
* Active Directory, Group Policy/Permissions/OU
* Instant Messaging
* Various Remote Access Tools

# **EMPLOYMENT**

**MWB Business Exchange (outsourced by CC Engineering)**

**Service Desk Team Leader – August 2012 – Present**Leading and managing a team of 1st and 2nd line outsourced support technicians working in a busy internal support desk environment.

The company is made up of circa 500 users across 50+ sites in the UK and we support Windows XP, Windows 7 Operating Systems using a variety of Citrix, Microsoft and off the shelf applications over a Windows Server 2003, 2008 R2, Active Directory 2003 and Exchange 2003 back bone with WSUS and RIS being used.

The team are fully responsible for practically all desk side and service desk support and all asset tracking/management and stock control in the team. Project Lead, design and implement new service desk solution (Manage Engine, Service Desk Plus)

**Alexander Forbes Services Limited  
Senior Desktop Support Analyst – August 2011 – August 2012**Mentor and escalation point for junior analysts (1st, 2nd and 3rd line); detection, design and implementation of service improvements (e.g. implementing response and fix time SLA and breach warnings/alerts, job role skills matrix for training analysis, process driven documentation repository restructure); asset management; SLA and performance reporting; creating and monitoring SLA relevance to service/resources; rota management; implementing ITIL best practices/processes into service management where little or none existed; support and deployment of hardware, software and mobile devices; liaising with 3rd parties, and subcontracted organizations and other divisions; designed and implemented service desk system currently in use. Project Lead, design and implement new service desk solution (Cherwell Service Management)

**BT Engage IT (EMAP, London Borough of Croydon, Lockton International)  
Senior Support Engineer – January 2009 – August 2011**1st, 2nd and 3rd line team leader on 3 contracts; managing 7 engineers (peak); monitoring engineer/team queue ensuring engineer/team performance and service delivered is above SLA/KPI; point of contact client escalations/complaints; implementing of service improvements (e.g. leader boards for motivation and team development/performance improvement, transferring responsibility to 1st line from 2nd line); engineer 1to1’s; rota management; relationship building of customers/key contacts; managing/planning projects and resources; work estimates; ensuring contractual obligations are met; technical and service reviews; high priority, VIP, problem resolution, Root Cause Analysis; support/deploy hardware, software, mobile devices; asset administration; stock control; 3rd party liaison; awarded customer service champion by BT Engage IT and the client (CapGemini); office move lead.

Contract handover lead engineer for three new contracts (EMAP, Virgin Trains and Croydon Council); documented current processes preparing for BT Engage IT support inheritance. Strong emphasis on analysis with a view to improving and streamlining service delivery.

**BT Engage IT (Westminster Council, Alexander Forbes, Croydon Council)   
Desktop Support Engineer – June 2005 – January 2009**Trainee through to dedicated onsite engineer over three contracts managing own workload; ensuring contractual SLA is met; stock control and asset administration; supporting desktop software, server, laptop, desktop, printer and mobile hardware; first point of contractual escalation; liaising with 3rd parties and subcontracted organizations; includes 1st, 2nd, 3rd line support; also covered other contracts when requested to across London.

**PC World Business  
B2B Sales Account Manager – September 2004 – June 2005**  
Selling business IT hardware, software and service solutions to small to medium sized companies; managing client accounts, credit limits; suggesting/selling future proofing options

**Curry’s Electrical Retail   
Senior Sales/Customer Service Advisor - March 2003 – September 2004**  
PC/Laptop sales specialist; selling electrical products and services; covering store manager; a key holder of store

**Other Experience**PC Installation and Support Engineer, Telephone Canvasser, Door-to-Door Canvasser Hard Flooring Installation Assistant, Private Contractor, Bar Support, Barman, Laborer, Painter and Decorator

# **EDUCATION**

**Zenos Training Academy 2008 – 2010**; Customer Support Provision, Plan the Delivery of IT Support Services, Install and Configure Software, Install and Configure Networking Hardware and Software, Maintain Equipment and Systems (All Distinction)

**Croydon College 2000 - 2002**; National Diploma - Electrical and Computer Engineering; C+G Advanced Diploma - Electronic Systems; C+G Advanced Diploma -Computer Maintenance; C+G Diploma - Networking

**UK-IT Training 2000**; A+, ECDL

**Kelsey Park School 1993 - 1998**; 7 GCSE’s at Grade C and above

# **OTHER SKILLS**

* Very good team and individual worker
* Punctual, reliable and determined attitude to work
* Excellent mentor for the less experienced or confident engineers
* Report/data/test result logging, asset/license management
* Very good delegation and motivational skills
* Ability to work under pressure to meet SLA’s
* Self-motivating and eager to learn
* Excellent written and verbal communication skills
* Service and customer focused and
* Building client relationships

# **REFERENCES**

Available upon request