**Rhys Grit**

49 Beacon Drive

Bean, Dartford

Kent, DA2 8BE

Mobile: 01234 567 890

**Profile**

I am a friendly and outgoing person who loves a challenge. I enjoy talking to people and feel that I am able to communicate on all levels. I strive to reach all goals that I set myself and thrive under pressure. I am also a very proactive person with a positive attitude.

**Qualifications**

Dartford Girls' Grammar School

GCSE English Lang A

English Lit A

French A

Spanish B

Art B

Maths C

Graphics C

Double Science DD

**Qualifications**

Apple Certified Support Professional (ACSP) OS X 10.6 (Snow Leopard)

ITIL Foundation V3 Certificate

**Work Experience**

April 2012 - Present

**UBM Group**

IT Service Desk Manager

Key Responsibilities

* Managing a Team of 4 Service Desk Analysts, 3 on site and 1 remote
* Resource Planning for Service Desk
* Recruitment of new staff including contract positions
* Training and advising staff and being escalation point for any issues
* Conducting one to one appraisals and weekly meetings
* Manage the processing of incoming calls to the Service Desk via telephone, Self Service and e-mail to ensure courteous, timely, and effective resolution of end user issues
* Monitoring and recognising trends within Service Desk Express call logging system to identify ways of creating a more streamlined service to the Business
* Monitor and test fixes to ensure problems have been adequately resolved
* Tracking and analyzing trends in Service Desk requests and then generating statistical reports
* Being part of the Operational Management Team and reporting back changes, problems and then identifying ways to prevent in future
* Communicating with the Business on all outages and service interruptions and ensuring minimal disruption
* Problem and Incident Management and attending weekly meetings to identify solutions
* Providing weekly and monthly status reports on all systems
* Ensuring the highest level of customer satisfaction is achieved and conducting reviews on performance surveys
* Identify, recommend, develop, and implement end user training programs to increase computer literacy and self-sufficiency
* Provide 1st and 2nd Line Support to business on PC/Terminal/MAC using Windows XP/7/Vista and OSX 10.5
* Support of Microsoft Office with Exchange
* Support of Citrix Xen App / BES / VPN / KeyFob Administration / Bespoke Applications / AD Administration / TCP IP / VM WARE
* Adhering to ISO 9001 processes and procedures

February 2012 – April 2012

**Gucci Group**

IT Support

Key Responsibilities

* 1st and 2nd Line Support of PC/Printer/Blackberry/VPN for all Gucci Group companies including Stella McCartney, Alexander McQueen and Balenciaga.
* Exchange 2003 Support with Microsoft Outlook 2007
* Support of Windows 7 with MS Office 2007
* Active Directory Administration
* Starter/Leaver Administration
* LAN/WAN/TCP IP Troubleshooting

**October 2011 - February 2012**

**Sabbatical**

February 2009 – October 2011

**Financial Times Ltd**

Senior IT Support Analyst / IT Service Desk Team Leader

Apple Certified Support Professional (ACSP) OS X 10.6 (Snow Leopard)

ITIL Foundation V3 Certificate

Key Responsibilities

* Managing a Team of 5 Analysts
* Adhering to SLAs and KPIs in line with business requirements
* Liaising with other Operational Teams within the business and 3rd party companies to provide up to date information on status of issues and calls
* Training members of the Team to ensure all Analysts were providing a first class service to the business
* Ensuring first time call resolution is kept to above 80%
* Being escalation point for any issues that arise
* Conducting appraisals and disciplinary proceedings
* Liaising with IT Service Desk Manager regarding day to day running of Service Desk
* Supporting user base of 2000 including US, Frankfurt, Paris and remote users in India and Dubai
* Group and policy administration in Active Directory including user permissions
* Usage of Celerra Manager for homefolder quotas
* 2nd line troubleshooting of PC /MAC software and hardware faults as well as any network issues
* Support of Editorial staff on a one to one basis providing help with Editorial Apps such as Methode and Xsmile
* Providing drop in sessions for users in areas such as wireless usage and systems support
* Supporting roll out of 8.5 Lotus Notes client and MAC upgrade to OS X 10.6
* Liaising with 3rd Party companies regarding backing up of data, VPN software and Blackberry
* Troubleshooting Blackberry issues on numerous devices and installation of Desktop Managers v4.2, v4.7, v5 and v6
* BES administration
* Support of FTP Sites
* Troubleshooting all Citrix application and server issues and usage of Citrix Management Console
* Drive mapping, printer mapping, installation of software manually and via Marimba
* VPN support and installation of VPN Client
* Support of VMWare
* PC, MAC and Laptop builds and imaging
* Troubleshooting LAN and WAN issues and escalating to Network Team when needed
* Domino administration including account creation, ACL management, Mail file compaction, delegation, quotas
* Support of Citrix, Windows NT, XP, Vista, Windows 7, MAC OS X 10.5 and 10.6
* Creating documentation for IT Resources Database
* Setting up FAX Press within Lotus Notes
* Providing excellent support to all business users including CEO of Financial Times and Pearson
* Logging Service Desk calls in Remedy that are received via telephone and email
* Starter and Leaver administration including creation of accounts in AD, Lotus Notes, Citrix, Postini, Bespoke Finance Apps and Bespoke Sales Apps
* AV support including video conference calling
* Project work when required
* Set up and configuration of WIFI for Laptop, ipad and iphone
* Set up and troubleshooting of notes traveller for ipad and iphone

November 2008 – January 2009

**Guardian News and Media Group**

I.T Service Desk Analyst

5 week contract

Key Responsibilities

* Logging all Service Desk calls via Touchpaper
* Escalating to 3rd line teams when necessary
* Troubleshooting MAC applications including In Design, In Copy and Open Office
* Mapping Drives
* Resetting passwords in AD
* Troubleshooting Lotus Notes and support of Lotus Notes V 6.5 and 7
* Support of Avaya VOIP phone systems
* Floor walking and desk side support including Printer support
* Roll out and testing of 1200 MAC OS X and 600 PCs
* Installation and trouble shooting of VDI Virtual Desktops
* WIFI support and set up

October 2008 – November 2008

**ASOS.COM**

I.T Desktop Support Analyst

7 week contract

Key Responsibilities

* Logging all calls using ServiceDesk Manager and ensuring calls are monitored and completed in a timely fashion
* Extracting details from Service Desk database and reporting back to Manager
* Implementing new processes and designing in respect to data received
* Creating documents and ‘how to’ documents for Service Desk
* Roll out and creation of ASOS IT Service Desk procedures for all ASOS staff and I.T Service Desk staff
* Support of 300+ users
* Use of MS Exchange 2003, Citrix, Windows NT, XP and Vista
* Troubleshooting printers and scanners, changing toners, checking spooling, rectifying any faults
* Creating and changing accounts in AD, changing permissions, adding to distribution groups, creating distribution groups, monitoring
* Mapping of drives, printers to all users PCs
* Imaging PCs
* Troubleshooting Outlook and all MS Products
* MAC support and troubleshooting
* Installing new software, ensuring all updates have been completed
* Providing blackberry support
* Providing excellent Customer Service and ensuring all issues are dealt with quickly and efficiently
* Telephone management (extention, voicemail etc)
* Creating new processes for I.T Service Desk to assure they are in line with ITIL standards
* Supporting Windows Server 2008

June 2008 – July 2008

1 Month Contract

**Brewin Dolphin Ltd**

Service Desk Analyst

Key Responsibilities

* Log and resolve incidents for IT and Business Support that come via phone, e-mail and the customer portal.
* Trouble shooting systems such as Fiscal, Eximius, FES
* Providing excellent customer service, taking ownership of all incidents and escalating where needed
* Installation, support and troubleshooting of software and hardware, predominantly MS
* Office and bespoke Finance applications including some Blackberry support.
* Using Active Directory and MS Exchange to troubleshoot
* 1st Line support such as mapping drives, pc builds, installation of software and hardware
* Ensuring first time resolutions are kept above 70%
* Liaising with 2nd and 3rd line teams and escalating calls when needed
* Providing excellent customer service

December 2007 –May 2008

**Haden Building Management**

Desk Side Support Team

6 month Contract

Key Responsibilities

* To arrange & co-ordinate the procurement, delivery & installation of appropriate IT equipment, following agreed procedures
* Use and troubleshooting of Business Objects and forwarding to the respective team if necessary
* Implementing new processes and designing in respect to data received
* Liaising with IT Managers regarding change of processes for IT Service Desk and providing the documentation for these changes
* Working closely with Project Teams regarding new software and implementing new systems and applications
* Remote connection to all PC Users for fault fixing using Dameware
* Dealing with Citrix issues and ensuring faults are rectified promptly
* Resetting all Citrix sessions
* Use of VPN Securemotes including registering and troubleshooting
* Creation of all new user accounts including I.D files, Active Directory and Email accounts using Domino, Lotus Notes
* Fixing faults on all applications including Lotus Notes, Ciphr, Mentor, Maximo, Intranet, Visio and all MS Applications.
* Ensuring all service closure notices are communicated in line with SLA
* Keeping up to date with ITIL standards
* To ensure I.T. Support & procurement services are delivered to or above agreed SLAs
* Deliver an effective IT Procurement service in line with SLA targets & best value from suppliers
* To ensure Appropriate purchasing records are kept & provided to IT Director
* To ensure correct procedures are followed & right approvals gained before sign-off
* To ensure Procurement is in line with agreed HBML or BB products at best value
* Co-ordinate & administer software licence procurement & review, in liaison with administrator
* Ensure all fault & request calls from personal or telephone callers are logged & assigned accurately & promptly
* Resolve appropriate queries at first-line fix within experience / knowledge. Pass remainder to colleagues or external maintainer
* Provide advice on appropriate PC peripheral products

Haden Building Management is part of Balfour Beatty and provides I.T support to companies throughout the UK including DWP, JCP and BBC.

On First Line you were the first point of contact to all Customers and had to provide a high quality of Customer Service and show a broad knowledge of all I.T applications to ensure a first time resolution.

**April 2007 – November 2007**

Sabbatical from Work living in St Tropez, France.

July 2006 – April 2007

**Wincor – Nixdorf**

First Level Agent

Key Responsibilities

* To be first point of contact to all branches and machine hosts
* To ensure customer satisfaction by meeting targets and SLAs
* To ensure all fault calls are logged accurately on the CRM call management system
* To ensure all queries relating to procedural problems and daily routines that branches and hosts have to deal with are dealt with effectively
* To monitor the IT systems availability via both SMC and CRM systems picking up all faults that occur
* To make recommendations to improve working procedures

Wincor – Nixdorf is an ATM provider and maintenance company working for Barclays, HSBC, The Co-Operative, Abbey, Lloyds and The Woolwich. Being a First Level Agent you were first line of contact for branches, engineers and the public. If a problem occurred with an ATM you had the necessary systems to be able to provide first time resolution. You were able to remotely connect to the ATMs so that a reboot could be performed therefore providing first time resolution.

There were also sub-contracted companies that you had to liaise with regarding the ATM machines also remembering to follow their company procedures. These included Sunwin, Securitas and Chubb. You were also responsible for arranging locksmith meets and liaising with the Police if any raids occurred and reporting on ATM status.

September 2005 – April 2006

**TMTI**

Technical Support Advisor

* Troubleshooting and usage of Blackberry and PDA devices including connection to Bluetooth, email programming and remote access
* Answering all incoming calls regarding technical issues on handsets and Bluetooth headsets
* Resolving customer queries and issues including WAP, MMS, Email, Bluetooth and Pc Sync
* Exchanging faulty handsets under manufacturers warranty if problem cannot be resolved
* Hitting targets set out monthly by manager
* Received monthly bonus for being top call taker
* Liaising with other agents in company regarding customer queries
* Documenting new handsets for in-house knowledge base
* Ensuring knowledge of all known network faults
* Keeping up to date with new handsets and software including pc suites and mobile phone tools

Languages

French

Spanish

PC Packages

MS Office 2007/10

Excel

Outlook

Internet

PowerPoint

MAC 10.5 and 10.6

Final Cut Pro

Touchpaper

Remedy

Lotus Notes V6.5/7/8.5

Windows Exchange Server 2008

Active Directory

Windows Vista/XP/7

Maximo

Ciphr

SalesLogix

PALMS

Methode

Xsmile

Solbright

SUN Accounts

Media Mogul