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I have constantly set and achieved goals in both my professional and personal life. Having successfully built and managed various websites, this developed further analytical and knowledge based skills I needed to evolve into the support roles I succeed at now. I have experience in providing IT Support in a timely, professional and accurate manner.

Key Skills & Experience

- Hardware and software support
- Microsoft Office Suite (2007/2010/2013/2016 Word, Access, Excel, Outlook & PowerPoint)
- Active Directory
- Windows Server 2008 R2/2012/16 - (QA course ref: M6419)
- Installing and Configuring Windows 10 (70-698)
- ITIL Foundation
- MS Exchange server/ Office 365
- Commvault
- Symantec Backup Exec
- Nagios
- Networking (Basic)
- SugarCRM
- Joomla
- HTML/CSS
- Wordpress

Education and Qualifications:

September 2009-May 2013- Birmingham City University

Business Information Technology- BSc (Hons) 1st Class

(Business Systems, Developing Systems, Information Requirements, Professional Practice, Database Design and Implementation, Network Management (CISCO accredited))

Final year project - "Web Based Visualisation of Environmental Data Obtained from Sensors Using Web Services"

2001-2008 JFS School, Kenton

A Level: 3 - ICT (1) & Applied Business (2)

AS Level: Geography

GCSE's: 9- Grades A-C

Employment History:

September '16- Present Lanware Ltd
Position: Systems Engineer

Responsible for working as part of a Service Desk team supporting multiple Financial service clients as well as one of the top Insurance companies in Lloyds of London.

Key responsibilities include ensuring all tickets are logged and prioritised in accordance with ITIL standards. This ensures that users expectations are managed whilst ensuring compliance with the end users SLA's. Support ranges from telephone support, to remote desktop assistance and on-site presence.

I support clients on the Lanware managed cloud platform via their Citrix platforms, and in addition their Mobile email solutions with either Active Sync, GOOD GFE or Airwatch. This gives me a broad scope of knowledge and enables me to understand the client's needs.

Whilst at Lanware I have completed the ITIL Foundation exam as well as moving towards completion of my Windows 10 MCSA and ITIL Practitioner by the end of this year . These qualifications have helped and will help to ensure both my knowledge of ITSM and technical proficiency continue to develop in my ongoing career path.

June '15—September '16

Position:

**Optima Computers
IT Support Engineer**

Responsible for supporting the company's clients at all levels as part of a helpdesk team. Ensuring that all hardware and software is configured and installed correctly. Clients range from Residential, small businesses and National multi-site-companies.

My duties include:

- Supporting users over the telephone, email, remotely and on-site
- Maintaining client network infrastructure.
- Configuration and testing new hardware and software.
- Installing and operating Windows desktop and server operating systems.
- Carrying out WiFi Surveys and enterprise wireless network solutions.

May '13—June '15

Position:

**Community Security Trust
IT Assistant**

My job was to ensure all 1st and 2nd Line IT jobs got undertaken in a timely manner and to prioritise them, whilst ensuring that end-users could work most efficiently with least disruption to their work.

My tasks and duties included:

- Troubleshooting all IT issues
- Logging and updating of the Helpdesk tracking system in real time
- PC roll-outs and distribution of new equipment and asset tracking
- Network troubleshoot and network connectivity issues
- iPhone setup with MDM and Microsoft Active Sync
- MS Office 365 migration from on site to the cloud
- Backup server administration using Symantec Backup Exec
- Disaster recovery planning

This job perfected my time management skills giving me a better understanding of end-users needs and wants, allowing me to continuously support and manage expectations whilst continuously improving my knowledge base at the same time. The sensitive and secure nature of the business taught me the importance of keeping data safe and the security enhancements needed in order to keep it safe.

May '10-Present

Position:

**HMH JYC
Website Developer**

Developed and built a website for this charity. Initially HTML was considered but after consultation from the charity on how they would like the website to be improved I redesigned the site using a WordPress CMS.

This role has helped me to find out more about web design languages, as well as build on my interpretation skills, by understanding the clients requirements and enabling the successful production of their website. (www.hmhjyc.org)