

Arthur Smith

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Enthusiastic, customer focused IT Engineer with several years' 1st/2nd line experience, possessing strong communication and problem-solving skills. Motivated by a passion for IT and dedicated to resolving technical issues to user satisfaction, with experience in configuring and troubleshooting multi-platform hardware and software systems. Results driven, adaptable and eager to make a positive contribution to the organisation by providing high quality support with teamwork and integrity.

Key IT Skills

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|---------------------------------|---------------------|----------------------------|
| ➤ Windows Server 2008/2012/2016 | ➤ Active Directory | ➤ Group Policy |
| ➤ Exchange Server | ➤ Windows 7/8/10 | ➤ Cisco switches & routers |
| ➤ Hyper-V, VMware | ➤ TCP/IP, DNS, DHCP | |

Career summary

Dec 2016 – Dec 2017
(1 year temporary contract)

Beavis Ltd, Ashton-under-Lyne
IT Support Technician

Outline

Working in a team of 3 to provide reliable and friendly desktide and remote support to 250 staff across 2 sites according to company guidelines and the ITIL framework.

Key responsibilities

- Creating user accounts, implementing password resets and managing mail accounts
- Setting up shared folders and applying permissions
- Installing and configuring Windows 7/10 PCs and laptops
- Using virtual environments within VMware ESXi/vSphere and Hyper-V
- Administration of Windows Server 2012/2016, Active Directory and Microsoft Exchange
- Configuring Group Policy Objects (GPOs)
- Troubleshooting users' wireless problems using Ubiquiti UniFi
- Supporting network printers (Zebra, Smart and HP)
- Antivirus and security monitoring using Kaspersky Security Centre
- Scheduling backups using Symantec/Veritas Backup and changing tapes daily

Feb 2016 – Nov 2016
6 month temporary contract

Rolex Health Care Ltd, Oldham
IT Infrastructure Engineer

Outline

Providing support to the network infrastructure across 10 sites in the North Of England

Key responsibilities

- Implementing routing and switching protocols within a networking environment
- Investigating loss of switch and router connectivity
- Using Solarwinds for network performance monitoring and troubleshooting
- Creating and updating network diagrams using Microsoft Visio

- Troubleshooting WiFi issues using Cisco Wireless LAN Controller
- Responding to user connectivity issues escalated from the Service Desk
- Making, testing and patching in Ethernet cables

Jul 2013 – Feb 2016

**Perryvale Solicitors Ltd, Rochdale
IT Service Desk Technician**

Outline

Working in a team of 5 to provide 1st and 2nd line diagnosis and resolution of IT problems reported by users including hardware and bespoke legal software, to meet department SLAs.

Key responsibilities

- User account administration using Windows Server 2008/2012 – Active Directory
- Installing & troubleshooting PCs, laptops, Xerox printers, scanners and iPads
- Assisting off-site users with remote access via Cisco VPN client
- Remote deployment of Trust-wide software upgrades using Novell Zenworks
- Use of iManager and ConsoleOne for maintaining folder/file permissions
- Troubleshooting issues with iPADS
- Using ping, tracert, nslookup, netstat to troubleshoot connectivity problems
- Administering email accounts and ensuring successful Groupwise migrations
- Fixing Novell Groupwise email issues, including proxy access and shared resources
- Enhancing in-house knowledge base and writing user guides

Nov 2005 – Jul 2013

**The Plumbing Centre, Rochdale
Contracts Coordinator/IT Assistant**

Outline

Dual role supporting Project Manager with administration and coordination of HVAC projects, developing into IT support role for the office from 2012 while self-studying various IT certifications.

Key responsibilities

- Password resets and account administration through Windows Server 2008/Active Directory
- Setting up email addresses using Microsoft Exchange
- Repairing and upgrading PCs e.g. replacing memory, hard drives etc.
- Software installation (XP, 7, 8, Antivirus and Microsoft Office 2010/2013)
- Maintaining hardware and software inventories using Spiceworks
- Creating documentation adhering to strict deadlines
- Liaising with engineers and 3rd party suppliers ensuring result driven outcomes
- Procurement of equipment negotiating the most cost-effective prices

Dec 2002 – Oct 2005

**Barclays Bank, Ashton-under-Lyne
Customer Service/PC Inspection Technician**

Outline

Investigating IT based insurance claims, handling customers' claims from initial diagnosis to a viable cost-effective resolution.

Key responsibilities

- Delivering high quality customer service to achieve KPIs and SLAs
- Inspecting damaged PCs/laptops to diagnose and fix faults
- Liaising with 3rd party repair workshops and insurance companies
- Proposing service efficiencies and reducing company spend

IT Certifications

- **CompTIA A+**
- **CompTIA Network+**
- **CompTIA Security+**
- **Cisco CCENT and CCNA (Routing & Switching)**
- **CWTS**
- **ITIL Foundation**