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XXXXXX@XXXXXX.XXX

Personal Profile

A highly motivated and genuinely flexible IT professional possessing over a decade of experience fulfilling field engineering (break-fix and business-as-usual) and project-based (system implementation) roles. Experienced working within environments encompassing commercial, retail (including end-user home support), government, NHS and MoD settings, having worked within the UK and across Europe. Combining comprehensive technical knowledge with effective interpersonal skills, carrying out work to a high standard within strict time-frames while building strong relationships with and delivering education and guidance to customers.

Key Skills

- Comprehensive technical skill-set, encompassing network configuration and administration, server installation and configuration, desktop and server troubleshooting, EPOS system installation
- Project management: planning and executing projects to ensure completion within strict time-frames.
- Excellent client relationship skills, enhancing reputation through professional service.
- Accustomed to supporting both private clients within their homes and director level corporate clients.
- SC Cleared, experienced working within governmental, MoD and NHS environments.
- Full UK Driving license, accustomed to working across the UK to attend call-outs.
- Professional attitude, positive mindset and solid work-ethic.

Employment History

XXXX – XXXX: XXXX XX XXX

Undertaking an array of contract assignments encompassing field-engineer work on behalf of high-street retailers and project-based assignments within corporate entities all sizes.

Corporate Assignments

XXX XXXXX XXXXXX: Field Break/Fix Engineer

- 7-months: Break/fix duties on EPOS systems for end-clients including xxx, xxxx, xxx. Diagnosing faults on site, exchanging components, system rebuilds.
- Business-as-usual field support for end-clients including DWP, Land Registry, MoD, providing desk-top support, server fault-finding and maintenance, peripheral device support.

XXXXX XXXXXX: Field Engineering (EPOS / Self-Checkout Systems)

- Working across various branches of XXXXXX and XXX, responding to call-outs within strict customer SLAs and resolving both software and electro-mechanical issues with self-service check-out machines. Also attending to printer issues.

XXXX: 6-week data migration project for 'this big four' financial service provider.

- Leading a team in delivering approximately 400 laptop refreshes across 4 UK sites for staff ranging from juniors to partners, migrating user data from old machines to new ones, ensuring applications and data were accessible and providing basic instruction on the new operating system (Win 7).

XXX: 3-month data migration project for a leading facilities management company.

- Including removal and replacement of hard-drives across a vast desktop and laptop estate spanning multiple sites including regional offices, school, hospitals and MoD establishments. Ensuring data and applications were accessible to users.

XXX: 4-week profile migration project.

- Migrating users from roaming to local profiles across BBC Media City, Salford (extensive site).

Wigan, Wrighington and Leigh Foundation Trust (NHS): Hardware Roll-Out

- Initially 4 weeks assembling xxxxx 'xxxx', mobile stations used by doctors for recording patient data.
- Configuring and testing the assembled units, overseeing roll-out across the Trust involving providing instruction and guidance to medical professionals at all levels.
- Working in close conjunction with the manufacturers in Holland, employing initiative and extensive use of Internet resource as vendor trainers were unable to attend the UK as planned due to adverse weather conditions (an extremely bad UK winter).
- Subsequently retained for 6 months to provide support across the entire Trust estate, encompassing desktops, servers, network administration, peripheral devices.

Retail Assignments

- Home and small business hardware installation, essential feature demonstrations and troubleshooting, working on behalf of high-street retailers including Xxxxxx and Xxxx Xxxx.
- Attending customer sites, carrying out work and providing advice and guidance primarily to non-technical individuals.
- Undertaking data migrations for customers upon purchasing new systems.
- Audio-visual equipment installations, configuration and trouble-shooting.

XXXX - XXXX: XXX Ltd (Formally XXXX XXXX) – Project Implementation Engineer

Implementing various ICT projects for a wide range of customers.

- Installing EPOS systems within retail environments for clients including XXXXX, XXX XXX and XXXX Bingo and Casino centres. Leading on full-cycle installations from infrastructure to configuration and educating staff on correct use.
- Installation and configuration of Cisco 'Telepresence' teleconferencing suites, encompassing audio-visual equipment installations across Europe, with suites valued at up to £500k.
- Installation and configuration of call centre systems for major clients including Budget Insurance (BISL), encompassing PABX telephone systems (including VoIP) for up to 150 users, setting up all DDIs (individual extension) and configuring call-logging and TAPI applications.
- National Probation Service (SC Cleared) – Thin client roll-out across a vast estate, office relocation projects.
- National Air Traffic Services (Air Traffic Control) - Break-fix and desktop support, across sites ranging from Prestwick Scotland to Southampton.

XXXX – XXXX: Self-Employed IT Contractor

Undertaking IT installations for commercial, retail and government clients.

- Installation of over 150 servers on a government contract for the NHS.
- Field repair and break-fix work on behalf of Fujitsu-Siemens within the consumer market.
- Working on behalf of Gateway Computers, installing desktop PCs and peripherals.
- Progressing on to work on contracts for Dell, configuring small business networks.
- Major IT refresh for Sainsbury's estate, including supermarkets and distribution centres (2 years).

XXXX – XXXX: Comet Retail – Multimedia Sales Advisor

Directly engaging customers on the shop floor, assisting with purchasing decisions.

XXXX – XXXX: BOC Group, Manchester Airport - Team Leader

Coordinating of air freight, overseeing manual handling of aircraft loads arriving at the airport and breaking them down for onward distribution.

XXXX – XXXX: BAE Systems – Shipping Officer

Overseeing logistics for the supply of spare parts and components to overseas customers.

XXXX – XXXX: Royal Air Force – Movements Operator

Coordinating the movement of all types of freight on behalf of military units and the UK government on a global basis.

Formal Education

XXXX – XXXX: Xxxxxx High School, Xxxxx, Xxxxx

- X O-Levels, X CSEs

References Available On Request