

Major Wallace

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Profile:

Experienced IT Support Team Leader. Keen, conscientious, hard working, very reliable and a good timekeeper. Enjoys meeting and working with people. Good communication skills; straightforward, and positive with a friendly disposition, able to work well either on my own or as part of a team. Adapts readily to any environment and uses technical skills to contribute positively to the organization.

Key Skills:

- Day-to-day PC and Server support in a Windows 2003 server, MS Exchange e-mail, environment on all the various windows OS platforms from Windows 3.11 up to Windows XP
- Rolling out VM servers, as well using VM desktop template for testing purposes
- Delegation and training of I.T. Junior Support Analysts
- Successful backup on the corporate network using Symantec Backup Exec version 12.5.

Work History:

TenantServe Property Repairs

Jan 2008 – Present

Support Team Leader in a hybrid role, leading a team of 3 other support engineers, supporting 800+ users, over 7 sites, covering all aspects of I.T. from desktop / laptop computers, including peripherals, to the telecoms system, and the servers.

Responsible for the corporate I.T. environment, which is Windows XP on all the desktop and laptop computers, running MS Office 2003. The servers are on 2003 O/S with MS Exchange 2003 as the e-mail system.

Key Activities:

- Ensure all jobs coming in to the Service Desk are dealt with in a timely fashion by the team.
- Administration of the Active Directory, from account creation through to security on any groups within the network, and GPO publishing, as well as ensuring the successful backup on the corporate network using Symantec Backup Exec version 12.5.
- On-site administrator for the Exchange system, which includes Zetafax 2009; created fax-enabled Public Folders and mailboxes to receive faxes. The business trialed various imaging systems - FOG, BDD and Ghost - for the desktops or laptops, to which FOG was the final agreed system used.
- Rolled out a new version of Anti-virus software, Symantec Endpoint Protection, which included all the different versions needed for servers or desktops / laptops and the location awareness that goes with it.
- Supporting, trouble-shooting and administration of Avaya VOIP telephony system.
- Installed new version of web proxy, Webmarshal, which was fully implemented from scratch along with all the rules that are associated with this system, like quotas, web usage policy agreement screens, and free time browsing.
- Taken part in rolling out the VM servers, as well using VM desktop template for testing purposes, along with administration of the VM Templates and Images.

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Babcock Networks.**Jan 2001 - Dec 2007**

Senior PC Support Analyst responsible for the day-to-day PC and Server support in a Windows NT server, MS Exchange e-mail, environment on all the various windows OS platforms from Windows 3.11 up to Windows XP, in both laptop and PC hardware. Running a mixture of MS Office 97 & MS Office XP. 2003 Server administration, from account creation to security permissions on individual accounts within the Active Directory.

Key Activities:

- Set up, configuration and maintenance of PCs from new or a complete software re-install / rebuild or hardware upgrade.
- Diagnosis and repair of hardware issues, which includes PC's, servers and printers.
- Delegation and training of the I.T. Junior Support Analyst, and overseeing any training requirements. Maintaining 'behind-the-scenes' operation, from central anti-virus definition roll-out to successful tape backups.
- Upgraded all servers in October 2004 to MS Server 2003, including one MS Exchange Server 2003, for which I was involved in the testing and implementation phase.
- Since the server upgrades I have been on 3 Learning Tree courses, both 5 days in length, one for Hands-on Troubleshooting MS Server 2003 (including Active Directory), Wireless Networking and Security and the other was for MS Exchange 2003 Administration.

Coats Viyella Clothing**1993 - 2000**

PC Support Technician, supporting all aspects of a Windows 95, NT Workstation and Server operating systems, which includes installation and configuration, specifically of hardware manufactured by Compaq and Toshiba.

Key Activities:

- Day-to-day support of NT servers; this included data migration, user account creation / deletion, adding network printers, and daily or monthly backups. Working to SLA's.
- Diagnosis and repair of PC problems including software and their peripherals in a 2nd or 3rd line support role. My role included administering a Novell 3.12 network, before migration to NT.
- I have also had slight exposure to UNIX, both HP-UNIX and SCO, but only in the user creation, and print queue administration side of the systems. Support and administration of the British Telecom Meridian 1 telephone system.
- Liaising with outside contractors to ensure prompt and accurate repairs to any PC or peripheral that I was unable to resolve in-house.
- Working in a two-man team, supporting 250 users locally and another 150 remotely.

Training & Education:

- Microsoft course in NT4 Admin and its Core Technologies. Microsoft Office and Lotus SmartSuite support for users. cc:Mail e-mail system administration, and client installation including mobile e-mail configuration.
- Trained in administration of Avaya VOIP telephony system.
- Three 5-day Learning Tree courses; Hands-on Troubleshooting MS Server 2003 (including Active Directory); Wireless Networking and Security; MS Exchange 2003 Administration.
- 6 AS Levels: Economics, Business Studies, Sociology, Psychology, History, Geography

Other Information:

Date Of Birth: 25/07/1969

Driving Licence: Clean, full

References available on request

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