Gary White

1st line support

AREAS OF EXPERTISE

PC hardware, peripherals and Microsoft desktop OS

Broadband service

Managed firewall service

Back up systems

Microsoft Exchange and Active Directory

Outlook, Outlook Express

Internet services (mail, web, anti-spam)

PROFESSIONAL

MCSE

ECDL

PERSONAL SKILLS

Excellent telephone manner

Customer focused

Hard working

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly competent and enthusiastic 1st line support specialist with experience of providing advice and practical assistance to system users via the IT service desk telephone system and remote support software tools. Highly focused with a comprehensive understanding of dealing with 1st line support calls and an in depth knowledge of ITIL processes. Boasting a consistent & proven track record of successfully employing best business practices that improve efficiency, reduce operating costs whilst increasing performance.

Now looking for a suitable position with a ambitious & exciting company.

WORK EXPERIENCE

Technology Maintenance Company – Coventry
1ST LINE SUPPORT   June 2008 - Present

Providing advice, support and practical assistance to system users via the IT service desk telephone system and remote support software tools. Logging and processing support issues via telephone or email whilst ensuring a high level of customer service.

Duties:
- Providing 1st line technical support, answering support queries via phone & email.
- Remote administration and management of customer premises equipment.
- To log & prioritise system & user support calls for the second line support team.
- Carrying out user administration and set up.
- Recording and actioning faults as reported on: PC's, servers, laptops and mobile.
- Determining the nature of faults and the steps required to rectify it.
- Creating and maintaining email profiles for users.
- Closing the job when normal service is resumed.
- Writing progress and statistical reports for supervisors and managers.
- Using remote control software tools to provide fault resolution and diagnosis.
- Creating and administrating Microsoft Exchange email accounts.
- Document and maintain Help Desk policies and procedures.
- The update and maintenance of the IT service desk authorised users database.
- Train and supervise other support engineering staff.
- Track, monitor and report on all Help Desk incidents within defined customer service levels.

KEY SKILLS AND COMPETENCIES

- Proficiency in the troubleshooting and resolution of all client queries.
- Good problem solving skills along with the ability to maintain calm under pressure.
- Basic understanding of PC hardware set-up and configuration.
- A methodical and structured approach to problem solving.

ACADEMIC QUALIFICATIONS

BSc (Hons)   Computer Networking
Nuneaton University   2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College   2003 - 2005

REFERENCES – Available on request.

Copyright information - Please read