**SUMMARY**

I am currently an IT helpdesk Manager working within the transport & logistics industry and have several years’ experience working within the financial sector. I am hard working, energetic and punctual; goal-driven and pride myself on achieving all tasks to the highest standard.

I would consider myself a passionate well-rounded team leader with strong managerial skills capable of leading and motivating individual members to maximize personal performance and gain efficiency within their roles.

I am a confident speaker in both small and large groups of people and have trained employees from standard users up to managing directors – both in the UK and overseas.

Whilst I am a great team player, I can also work well independently using my initiative.

**MAIN SOFTWARE USED**

* VMWare VSphere clients: Virtual environment monitoring & patching
* Active Directory: Creating of new users, general up keeping, admin duties and GPOs
* MS Office 2010, 2013 & 2016, Exchange, Outlook & Lotus Notes (8.5 Standard & Admin)
* Citrix Management Console: Managing user sessions, deploying new user privileges
* NEC, Mitel & SWYX: In-depth knowledge of integrated phone systems
* Adobe CS6 (Photoshop, AfterEffects, PremierePro & Audition)
* Nethelpdesk, Manage Engine Service Desk & Spiceworks
* Microsoft Report Builder 3.0
* Printer Management: Creating and deploying new printers as well as general upkeep

**EMPLOYMENT**

Europa Worldwide Logistics Mar 24 2014 – Present

I currently work in Dartford for Europa Worldwide Group as the IT Helpdesk Manager overseeing our customer facing IT Support team and ensuring tight SLA’s are met for over 1000 users including VIPs (CEO, Directors, etc) across 17 sites around the UK and Hong Kong. Purchasing & budgeting are part of my daily routine alongside establishing goals and objectives for the IT team’s performance and personal direction whilst adhering to company requirements.

Whilst at Europa I have managed projects including the successful upgrade of its 525 office users ( 2015) from XP to windows 7 and to windows 10 to over 1000 users (2019), supported the introduction of ‘Leonardo’; a custom inhouse built CMS/WMS system utilized and embedded into all of Europa’s departments, performed multiple complicated site moves involving over 250 users, introduced a centralised corporate signature manager across all sites, 8 major site restructures, introduction of Europa’s first MDM solution to maintain and manage all company VIP iPhones, and introducing a web based holiday/sickness solution to save money on paper and man hours to name a few.

Chartered Institute for Securities & Investments Feb 08 2011 – Mar 21 2014

I worked in London for the Chartered Institute for Securities and Investment as 1st line support for over 100 users including VIPs (CEO, Directors, etc.) and overseas staff in Dubai, India, Singapore and Colombo. I have been creating and managing users in active directory within my role and have been supporting Outlook since we bought it into the company in early April 2013.

Whilst working for CISI, I have also managed projects for the company including the creation of a reporting system alongside a third party software company, implemented an entire new phone system & server, call recording & reporting for call analysis and have been managing 28 iPads for use in training courses for external candidates, board meetings & overseas clients.

I have also presented multiple training sessions - both one to one and group - on multiple systems giving the users an overview and practical demonstration of new systems including Report builder, Swyx, Outlook and iPads.

**QUALIFICATIONS**

* MEWP Scissor Lift Geni Electric NVQ – Expiry 05/02/2019 (City & Guilds)
* QA Level 3 First Aid at Work (QCF)
* OCR National Level 2 in ICT – Distinction (Grade A x 4) July 2010
* ITQ3 – NVQ Level 3 - September 2013
* ITQ2 – NVQ Level 2 – September 2012
* Electronics – B - July 2010
* Mathematics – B (Linear) - July 2010
* Religious Studies – B - July 2010
* Citizenship – B (Short course) - July 2010
* English – B (Higher tier) - July 2010
* Geography – C (Higher tier) - July 2010
* Science & Additional Science – C - July 2010
* Adult Literacy And Numeracy – B - July 2010

**INTERESTS**

In my spare time I enjoy creating and editing my own website for hosting an online CV for myself at www.manningmade.com to further extend my skills showcasing my CV in a more creative and captivating way, as well as tinkering with other types of HTML on other pages.

I participate in all types of sporting activities. I also enjoy mental challenges such as problem solving, Sudoku, chess and board games as well as getting online with friends for all kinds of multiplayer games.

For many years I have been interested in card tricks and have taught myself a variety of mental, mathematical and systematic card tricks.

I also hold a full valid UK driving licence.