
John Smith

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ICT SYSTEMS NETWORK ENGINEER / PROJECT MANAGEMENT

♦ PRINCE2 foundation - Customer Support - LANs & WANs - PC Rollouts- Laptops ♦

Over 10 year's full life cycle, ICT project experience (problem solving, design scoping, planning, and development upgrades, networks and infrastructure changes and critical PC rollouts). Working cross-functionally within a customer focused, multi-site environment, identifying and meeting demands, developing customer relationships. Extensive LAN/ WAN/ Hardware/ Software experience. Achieving significant savings within budget and tight timescales within demanding SLAs. Now looking to make a continued significant contribution within a new challenging role designing, supporting, administering and implementing network projects in the UK.

ADVANCED SKILLS AND KNOWLEDGE AREAS

- Technical support / customer care
- Troubleshooting / problem solving
- Active directory management
- TPM project management
- Various applications / systems
- Research and investigations
- Network administration
- Windows 95/98/NT/2000/XP
- Critical PC rollouts
- Process development
- Real time systems
- Action planning
- WANS / LANs
- Hardware installations
- Software installation
- Ghost imaging
- Security (inc. antivirus)
- Disaster recovery

EDUCATION & PROFESSIONAL DEVELOPMENT

Prince2	Foundation Certificate	2005
Linux	Introductory Certificate	1999
Planning / Networking	College Degree (Hons)	1993-96
Training courses:	Microsoft MCSE course, PRINCE2, ITIL Awareness, Excellence in Customer Care, Change Management, Project Management.	

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

ICT NETWORK ENGINEER

Oct 02 - Present

Company A, (Corporate/Housing). As part of a technical implementation team providing technical solutions and support for all integral rollouts borough wide. including 1st, 2nd and 3rd line support to over 1500 users in the Housing Directorate (35 remote sites). Supporting all aspects of fault rectification to strict SLA's, including hardware/software (predominantly WINXP & WIN2000 Server/Workstation environment, and Windows 98). Wide variety of Microsoft productivity software deployed together with image processing, MapInfo, GIS and many other "non-mainstream" applications.

- Key interface between Business Managers and ICT, ensuring that all business developments linked with ICT have the early involvement of the ICT section and are seen through to a successful product delivery.
 - Implemented technical solutions to complex ICT technical infrastructure problems.
 - Identified change management cycles, and managing solution projects from inception to completion via teams of contractors as well as internal resources, ensuring they are delivered on time and on budget.
 - Assisted the Technical Services Manager to formulate and implement IT policies.
 - Ensured maximum benefit from the application of Information Technology, and that such applications are capable of accommodating future requirements by reviewing the Council's Housing ICT strategy.
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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

QA ANALYST / ENGINEER

1997 - 2002

Company B

- Ensured the fast, straightforward implementation of a new credit card system across Europe. Liaised with processing banks and dealt with logistical and technical issues.
- Developed and implemented in-house software that enabled the authorization of credit cards within an EPOS and Mail Order/ Data Entry Environment.
- Extensive UK travel. Carried out Operating System and application configurations and technical support through to the project management of PC rollouts. Wrote technical instructions and training materials,
- Built and configured installations of In-house credit card processing software on a wide variety of different topologies, including NT4 Workstation and NT Server / WIN98 / WIN95/ DOS 6.22.
- In-depth testing, over a wide range of topologies with all major U.K. Banks such as Lloyds TSB, Natwest and Barclays. Gained acceptance and clearance of all major credit cards and debit cards i.e. Visa, MasterCard, Switch and Delta.

TECHNICAL ANALYST

May 97 - Aug 97

Company C (Contract)

- Provided technical network support for all integral rollouts borough wide and 1st, 2nd line support to approximately 200 users.
- Responsible for providing on-time and accurate ICT solutions for council staff: in-depth software installation, configuration and troubleshooting, configuration and troubleshooting of a wide variety of components including PCMCIA cards, modems, JAZZ drives, scanners etc.

TECHNICAL ANALYST / JNR NETWORK ADMINISTRATOR

Mar 97 - May 97

Company D, (Contract)

- Analysis, troubleshooting and upgrading in a mixed NetWare 4.11 and Windows NT 4.0 environment on Ethernet running TCP/IP (non-DHCP) and IPX/NWLink in a single domain model.
- Coordinated and supported various desktop rollouts.
- Hardware: Servers, PCs and Laptops: IBM's and compatibles such as Compaq, Dell and Hewlett Packard. Also troubleshooting printer problems i.e. HP, Kroycera, Oki and Cannon.

SIGNIFICANT PROJECT ACHIEVEMENT SUMMARY

- Scoped, spearheaded and implemented an ICT rollout for 350+ users on time and under budget (Housing Benefit Directorate) from defining the Group Policy for each business unit to the project approach. identified resources, implemented solutions and tracking performance.
- Team planned remote & onsite testing and installation of Financial database function utilising (ORACLE 11i) for over 150+ users (Housing Finance Directorate).
- Drove the implementation of over 1500+ Housing users with ANITE a Housing Document Management Database system.
- Project managed the annual rollout programme of new ICT equipment Borough wide from inception to completion, including providing project planning and day to day consultancy.

PERSONAL

Born: 1965.

Mobility: Full clean driving license.

References available on request.