
Paul Jones

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MCP, PC / NETWORK SUPPORT ENGINEER / SITE LEAD

Highly skilled and customer focused, with a flexible approach solving problems at short notice, supporting hardware for servers, LANS, PCs and laptops, as well as the development and delivery of in-house projects and internal training courses. Providing executive support, able to organise and motivate others. Now looking forward to next stage in career within IT Support preferably within a leadership appointment or a move sideways into a more managerial / account support role.

AREAS OF EXPERTISE

- Project management
- Network administration
- Staff training / development
- Trouble shooting / problem solving
- Account management
- PC rebuilds
- Helpdesk support
- Team leadership
- Client liaison
- 1st to 3rd line support
- Project / site lead
- Database project lead
- Security
- File management
- Disaster recovery
- Meeting strict deadlines
- Quality Assurance
- Writing / editing

ADVANCED TECHNICAL SKILLS AND KNOWLEDGE AREAS

- Operating systems: Windows XP, 2K, NT4, 98, 95, CE.
- Software: MS Office XP/2000/97, Lotus Notes, MS Exchange, Various other MS applications.
- Languages: Lotus Domino, HTML, Visual Basic, Turbo Pascal, Quick C, Prolog, Assembly, Basic.
- Others: Microsoft ActiveSync, Vantive.
- Web technology: HTML.

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

SYSTEMS ADMINISTRATOR (SITE LEAD)

Oct 02 - Present

Write Company A Here

Part of a team of Support Engineers.

- Involved in Rolls-Royce (MOD security cleared), Scottish Courage, Allied Domecq and SKF accounts
- Supporting a large number of users across several sites. Including many remote laptop users and Top Executives. Encompassing a wide range of hard and soft skills such as within the Windows and MS Office environment, Pocket PC, remote access, Lotus Notes, servers, laptops.
- Extensive use of Tivoli remote tools on Rolls-Royce site, supporting 5000 W2K users.
- Routinely sole point of contact on SKF site for PC problems and queries, HP PocketPC and PDAs. Providing local server support to global server team. Very much a hands-on position.
- Excellent customer facing skills.
- Carried out various PC rebuilds and software installations.
- Solved network connectivity, MS Office and remote access problems.
- Wrote standard installation documentation for SKF site.
- Site lead for a COE/Remote Desktop delivery project within SKF.
- Main point of contact for a PDA roll out with in Rolls-Royce.
- Hardware experience a mix of HP/Compaq, Dell and IBM.

Project Lead - Secondment to Allied Domecq (Mar 02 - Jul 02):

- Rolled-out Lotus Notes R5 upgrade to approx. 600 users across Scotland.



PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

- Provided 2nd and 3rd line desk side support to 500 users over several sites. Working in an extremely high-pressure environment where first time fixes are vital to ensure continued production.
- Administered NT 4 Server Ethernet network with Windows 2000 Professional.
- Personally responsible for the majority of Notes related issues.
- Provided an enhanced VIP support service for Executives and their PAs.
- Investigated and created procedures that established and configured Compaq iPAQ PDAs. Including the software to enable remote replication of Lotus Notes.
- Developed a Lotus Notes based calling card to send to users on job completion. Included functionality to send comments/complaints to the Manager.
- Consolidated several team knowledge bases into one new central Notes database.

PC SYSTEM ADMINISTRATOR

1999 - 02

Write Company B Here, Dundee.

- Responsible for all server, desktop PC and laptop related issues including routine administration of 8 Windows NT 4 servers and 4 Lotus Domino servers / networks across Europe.
- Monitored and maintained network security and printers.
- Ensured efficient routing of all mail within the European companies.
- Created customised Lotus Notes databases, now utilised throughout European sites.
- Created and delivered a training programmes for Word and Excel.
- Managed and maintained the Dundee PABX telephone system.

IT SUPPORT ENGINEER

1998 - 99

Write Company C, Perth.

- Support of all computer equipment in council education sites.
- Trained staff in the use of MS Office and Windows 95 and NT4.

TECHNICAL EDITOR / INFORMATION OFFICER

1996 - 98

Write Company D, Shawbury, Shrewsbury.

- Group liaison for IT problems and provided training in Windows 95, MS Office and the Internet.
- Auditor in internal audits for ISO 9000.

INFORMATION OFFICER

1995 - 96

- Maintained the world's largest bibliographic database on all aspects of rubbers and plastics.
- Advised clients and staff in searching strategies, the use of the database on CD and all aspects of IT.

ENGINEERING STUDENT

1991 - 95

Write Company E Here, Dundee.

PROFESSIONAL DEVELOPMENT

CCNA	Current studies	2004 - 05
MCDST	Current studies	2004
MCP	Windows 2000 Professional, Windows XP Professional	2003 - Mar 04
Postgraduate Diploma	Information Technology	1993 - 94
B.Eng.(Hons.)	Electronic Engineering and Microcomputer Systems.	1990 - 93
Security	A web based course developing and implementing security strategies and practices, (EDS University).	2003
Analytical Trouble Shooting	Kepner-Tragoe	2002
NetWare	Novell Networking - CNA Training Course	1998
Internal auditor	ISO9000	

Date of Birth: 1973.

Languages: English, colloquial French and German.

Interests / pastimes: Hill climber, most sports especially rugby, reading.