

Glenn Roast BSc(Hons) MBCS CITP DCSE MCP

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Web: <http://www.GlennRoast.IT/>

I am a confident, flexible worker with a broad range of administration skills and IT experience. I have a university degree in Computer Science. Self-motivated, conscientious, adaptable and thoroughly competent. I like to apply new technology. Qualified, chartered & experienced IT Professional with a vast range of skills.

KEY SKILLS

- Can operate, install & configure all versions of Microsoft Windows & Office, DOS, Linux, Apple Mac
- Experienced in all types of hardware repair including complete laptop and desktop assembly
- Can diagnose and fix scanners, printers, monitors, keyboards, mice, desk mains power issues
- Proficient in all application software, networks, builds, repairs, upgrades, maintenance and post sales
- Software analysis, systems analysis, software engineering, debugging, programming and testing skills
- Excellent communicator with management & colleagues, great client and visitor facing experiences
- Can communicate improvements to technical teams with processes and documentation when necessary
- Able to work under own supervision or within a team either home, local or field based
- Excellent interpersonal and written communication skills, confident in delivering a presentation
- I like to solve computer problems and resolve user's queries going the extra mile for the customer
- Attentive to detail, accurate and efficient. Punctual, reliable and trustworthy. Legally compliant ethics.
- Able to manage and co-ordinate small, medium and large projects with complete competence
- Understanding of business needs, goals, budgets and timescales for successful project delivery
- Positive, cheerful, helpful and patient attitude. Flexible with work hours and travel requirements

EMPLOYMENT HISTORY

A multi-national technology company for the major manufacturing industries (email me for details)

I.T. Consultant

Sep 2012 – Present Date

- 3rd line desktop and laptop support both desktide and remotely for all types of hardware and software
- 4th line support including infrastructure, servers, in-house software, VOIP, security, all mobile phones
- Train and consult with others in how to use software including Office, SAP, Windows, Internet, Email
- Manage IT projects of various complexity and scope with global delivery, within budget and timescale
- Co-ordination of 3rd party vendors that provide a service or a product to the business locally & remote
- Work with external contractors who provide support to the sites and give them assistance if required to
- Service delivery monitoring & improvement involving all I.T. aspects with key performance indicators
- Remedy call logging system to manage & prioritise workload to comply with SLA & business urgency

Getronics UK – Global IT Outsourcing Company for the Distributed Services Department

3rd line Desk Side Support Engineer with company fleet car and fuel card

Nov 2006 – Sep 2012

- Working on a client account, covering 75 UK sites for remote and local 3rd line IT support with travel
- Operating systems supported: Windows 7 32/64 bit, Server 2003/2008, XP Professional 32/64 bit
- Mainly desktop, laptop, scanner, printer, tablet, hardware and software break fix plus remote access
- Install and de-install of new and out of lease equipment. Using diagnostic software to find system faults
- 2009/10: IT field service, Barings Asset Management, London & Deutsche Bank, Birmingham
- 2008: Yell.Com Reading - Telecoms/IT 3rd/4th line, IT Technical - Group 4 Security, Gatwick Airport
- 2006 to 2007 – Internal desk side IT Support for UK HQ, Farnborough, Milton Keynes and Glasgow

Systems Administrator / 3rd line Support Technician & Site Safety Officer

Barclays Plc. Barclays House (Poole, Dorset)

Mar 2005 – Nov 2006

- Administration, configuration and installation of Windows XP / 2003 Server with MCP training
- 3rd line support for Barclays bank personnel with remote support and diagnostic software
- Software break-fix, hardware break-fix, liaise with 3rd party businesses as necessary
- Provide health & safety compliance and action requests with all staff, contractors and visitors to the site

IT Tutor / Systems Administrator, Quay Foyer (Poole, Dorset)

Feb 2004 – Mar 2005

- Administrator of Windows NT4 Server/2000 Pro/98 2nd Edition/XP LAN Network
- 2nd and 3rd line support of all users and systems, training the users as necessary

I enjoyed two years away from my career to travel the world using my savings

Jan 2002 – Jan 2004

Network Engineer, Charterhouse Voice & Data Plc (Central London)

Nov 2001 – Jan 2002

- Administrator of all Windows 2000 platforms using TechNet with hardware & software break fix
- Computer security including anti-virus, hardware firewalls and backup / disaster recovery
- Network cable layout and topology including switches, bridges, routers and ISDN / leased line

Support Engineer, Logic-scope Realisations Ltd (Central London)

Apr 2001 – Nov 2001

- Administrator of NT4 Server / Solaris with 2nd and 3rd line support for the development staff
- Supporting software for bank trading floors internally and locally with travel
- Installation and maintenance of all anti-virus software for servers and desktops
- Testing C++ / Java projects against specification, requirements and purpose

Security Monitoring and Quality Assurance Standards Officer

Corporate Development, County Hall (Kingston-Upon-Thames, Surrey)

Nov 2000 – Apr 2001

- Monitoring e-mail and internet to conform with policies and standards
- Identifying improved methods and procedures for security related issues

EDUCATION AND QUALIFICATIONS

University of Portsmouth

1995 – 1999

BSc

Computer Science with Industrial Placement

Project:

Corporate Anti-Virus

Bournemouth and Poole College

1993 – 1995

BTEC National Diploma in Computer Studies

Merit

A Level Computing Theory

D

Poole High School

1990 - 1993

BTEC First Diploma in Business and Finance

Merit

English Language and Literature GCSE

B

Mathematics GCSE

C

Computer Studies GCSE

C

Dual Science (Physics & Biology) GCSE

C/C

RSA Touch Typing

Passed

NVQ II Business Administration

Passed

ACHIEVEMENTS

I am an active professional member of the British Computer Society having passed their qualifying criteria Unix Systems Administration course completed. Microsoft Certified Professional in Windows XP (70-270) ITIL Foundation in IT Service Management course completed and exam passed. Server 2003 course completed Dell Certified Systems Expert passing 7 DCSE exams covering servers, laptops, printers and cloud computing

PERSONAL INFORMATION

Physically fit, healthy & energetic. Non-smoker but enjoy electronic cigarettes outdoors. Full driving license & use of my own car. A very supportive and understanding wife that enables me to be fully dedicated to my work.

INTERESTS

Martial arts, badminton, canoeing, cycling, swimming and chess. I also enjoy darts, ten-pin bowling, pool, motoring, music, multi-gym, rambling, origami, photography, developing websites and IT security research.