

**Glenn Roast BSc (Hons) MBCS CITP DCSE MCP**

**Email: [GlennRoast@GlennRoast.Com](mailto:GlennRoast@GlennRoast.Com)**

**Web: <http://www.GlennRoast.Com/>**

*A confident, flexible individual with a broad range of administration skills and IT experience. Self motivated, conscientious, adaptable and thoroughly competent. I like to apply new technology. Chartered IT Professional.*

### **KEY SKILLS**

- Win9x, NT4/2K/XP/2003,Vista, Win7, DOS
- Exchange, FrontPage, Ubuntu, TCP/IP, Office XP/2003/2007/2010,MS-Visio, MS-Project, Anti-virus
- Proficient in application software, networks, builds, repairs, upgrades, maintenance and post sales
- Excellent interpersonal and written communication skills
- Able to work under own supervision or within a team
- Attentive to detail, accurate and efficient
- Excellent communicator with colleagues, and many high profile client facing experiences
- Punctual, reliable and trustworthy
- Positive, cheerful and patient attitude
- I like to solve problems and resolve user's queries
- Can communicate improvements to technical processes and documentation when necessary

### **EMPLOYMENT HISTORY**

#### **Field Service Engineer with a leading IT outsourcer**

**November 2006 - Present Date**

- There have been many different roles worked & companies helped by me with my current employer
- 2009/10: IT field service engineer. 2008: Yell.Com VOIP/Telecoms/IT 3rd and 4th line.
- 2006 to 2007 – Internal IT Support for UK HQ (Please contact me for details of my current employer)

#### **Systems Administrator / 3<sup>rd</sup> Line Support Technician & Site Safety Officer**

**Barclays Plc. Barclays House (Poole, Dorset)**

**March 2005 – November 2006**

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

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

**Feb 2004 – March 2005**

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

#### **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, Logicscope 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

**ICT Support Technician for Education in Hardware and Software  
Media Resources Centre, Surrey County Council (West Ewell, Surrey)  
Nov 1999 – Nov 2000**

- Experience with Cisco routers. NT4 Server / Win 9x, networks and administration
- Support of a School Information Management System and all Microsoft software
- Performing field visits for any IT task, including network and internet hardware

**PC Technician, Blue-chip Data Systems / Siemens Plc (Poole, Dorset) – [University Industrial Placement]  
Jun 1997 – Oct 1998**

- Hardware and software tools used to diagnose and repair any PC fault
- Customer liaison and helpdesk support for home users and business users
- After 6 months, contracted by Siemens to a more responsible role in the IT department
- With permission, researching computer security including anti-virus, securing NT4 Wks & Server
- Inter-networking across Macintosh, PC and Sun networks and systems
- Operated In-house client / server software i.e. audit / asset control and remote access

**Database Administrator, Marconi Communications (Poole, Dorset)  
Jun 1996 – Oct 1996**

- Understanding of SCO Unix and the Informix database system
- Involved in recording all existing equipment and new deliveries into the database
- Using macros to perform routine tasks simplified my workload

**Barman, Beehive Hotel (Lilliput, Sandbanks, Poole, Dorset)  
Jun – Sept 1994 – 1995**

- Seasonal during Easter and summer, the role required numeric literacy & working under pressure

**EDUCATION AND QUALIFICATIONS**

<b>University of Portsmouth</b>	<b>1995 – 1999</b>
BSc	Computer Science with Industrial Placement
Project:	Corporate Anti-Virus
<b>Bournemouth and Poole College</b>	<b>1993 – 1995</b>
BTEC National Diploma in Computer Studies	Merit
A Level Computing Theory	D
<b>Poole High School</b>	<b>1990 - 1993</b>
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 after passing all required exams for a Dell field service engineer in 2009.

**PERSONAL INFORMATION**

Date of Birth: 28<sup>th</sup> July 1976  
Health: Physically fit and energetic

**INTERESTS**

I enjoy sports mainly including Ninjitsu, badminton, canoeing, cycling, swimming and chess. I also enjoy darts, ten-pin bowling, pool, motoring, music, multi-gym, rambling, origami, photography and developing websites.