

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

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

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

*I am a confident, flexible worker 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

- 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 and testing skills
- Excellent communicator with colleagues, and many high profile client 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
- Positive, cheerful, helpful and patient attitude

### EMPLOYMENT HISTORY

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

##### **3<sup>rd</sup> line Desk Side Support Engineer with company fleet car and fuel card**

**Nov 2006 - Present Date**

- Working on a client account, covering 75 UK sites for remote and local 3<sup>rd</sup> 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 3<sup>rd</sup>/4<sup>th</sup> line, IT Technical - Group 4 Security, Gatwick Airport
- 2006 to 2007 – Internal desk side IT Support for UK HQ, Farnborough, Milton Keynes and Glasgow
- These roles require use of a call log system to prioritise workload depending on SLA or business needs

##### **Systems Administrator / 3<sup>rd</sup> 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
- 3<sup>rd</sup> line support for Barclays bank personnel with remote support and diagnostic software
- Software break-fix, hardware break-fix, liaise with 3<sup>rd</sup> 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 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

##### **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, 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

## **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 after passing all required exams for a Dell field service engineer in 2009.

## **PERSONAL INFORMATION**

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.