

Glenn Roast BSc (Hons) MBCS CITP MCP

Email: GlennRoast@GlennRoast.Com

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

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, DOS, Exchange, FrontPage, Solaris, TCP/IP, Office 2x/XP, Visio
- Proficient in application software, networks, builds, repairs, upgrades, maintenance, 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 client facing experience
- Punctual, reliable and trustworthy
- Positive, cheerful and patient attitude
- Can resolve problems and resolve queries

EMPLOYMENT HISTORY

Mobile Network & Project Support Engineer, Unspecified IT HQ – Present Date (Contact me for details)
Older role responsibilities during 2006 to 2007: <http://www.glenngoast.co.uk/grjobprofile.pdf>

- 2008: Working in Yell.Com in Reading on a VOIP/Telecoms/IT 3rd and 4th line support for Getronics
- Fix and diagnose digital, analogue and VOIP phones across the UK Yell sites via internet and phone
- SAP/CTI Telephony, witness call recording, optivia telephony manager for BT Meridian switches

Systems Administrator / 3rd Line Support Technician & Site Safety Officer
EDS / Getronics / Barclays Plc, Barclays House (Poole, Dorset)

March 2005 – November 2006

- Administration, configuration and installation of Windows XP / 2003 Server with MCSA training
- 3rd line support for Barclays bank personnel with remote support and diagnostic software
- Office 2003 experience, hardware break-fix, liaise with 3rd party businesses as necessary
- Provide health & safety compliance with all Getronics 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 2nd Edition/XP LAN Network
- 2nd and 3rd 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 and 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
- Support of sales, accounts, stores, showroom, internal and external clients and phone support

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)
Jun 1997 – Oct 1998**

- A busy technical role, with hardware and software tools to diagnose and repair PC faults
- Customer liaison and helpdesk support for home users and business needs
- Advised the anti-static regulations which subsequently reduced returns
- 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
- In-house client / server software i.e. audit / asset control and remote access
- Support of hardware, software, networks, MS-Office and their many operating systems

**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

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.

PERSONAL INFORMATION

Date of Birth: 28th July 1976
Health: Physically fit and energetic

INTERESTS

I enjoy most sports mainly including badminton, canoeing, cycling and martial arts. I also enjoy chess, darts, ten-pin bowling, pool, camping, motoring, music, multi-gym, origami, photography and developing websites.