

Employee Profile

Last Updated (22/03/08)

**Glenn David Roast BSc (Hons.) MBCS
CITP MCP**

Implementation Analyst (Grade TS2)

Employee Profile

I am a skilled IT professional with over 10 years experience in delivering solutions and improvements in new technologies for the commercial benefit and growth of the companies I have worked for.

I'm a strong team player who is not only calm but professional, self-motivated, dedicated, and works to exacting standards to produce quality results on time and to budget.

Capable of quickly adapting to new environments, interacting with users or customers at all levels in a professional manner, and assisting in improving or making recommendations on key systems.

As part of Transformation Services teams, I have provided network (Apple/Sun& Microsoft) installations and support, internet and intranet development, LAN/WAN communications connectivity, and hardware/software support to end-users, customers and IT staff departments. My personal website is at: <http://www.glennroast.com>

Experience Summary

Implementation Analyst, Getronics UK Ltd IT HQ

December 2006 – Present Date

Provide technical support in the form of desktop, server, laptop, software, programming, web. Liase with any 3rd party supplier for breakfix/swapout & handle phone calls from users and companies. Travel to any UK site to provide them a high quality technical service to fix problems.

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
- 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 (all Windows 2000 platforms) and TechNet with hardware & software breakfix
- 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

Grade Responsibilities

As per my initial job description on employment.

Educational & Professional Qualifications Including Degree Education

University of Portsmouth	1995 – 1999
BSc Project:	Compute Science with Industrial Placement Corporate Anti-Virus
Bournemouth and Poole College	1993 – 1995
BTEC National Diploma in Computer Studies A Level Computing Theory	Merit D
Poole High School	1990 - 1993
BTEC First Diploma in Business and Finance English Language and Literature GCSE Mathematics GCSE Computer Studies GCSE Dual Science (Physics & Biology) GCSE RSA Touch Typing NVQ II Business Administration	Merit B C C C/C Passed Passed

Industry Accreditations

Certified IT Professional CITP
Professional Member of the British Computer Society MBCS
Bachelor of Science BSc Hons.
Microsoft Certified Professional in Windows XP Pro

Other Courses Attended

- Unix Systems Administration
- XP Installing, Configuring and Administration
- Microsoft Server 2003, Install, Config and Admin
- ITIL Service Management foundation passed with 34/40
- LAN/WAN/MAN Troubleshooting using TCPIP built in tools
- NT 3.51 Server Management
- Dell Technical Certification – Desktops and Notebooks
- Dell Technical Certification – Servers
- Windows NT 4.0/2000/Vista Desktop and Server Administration
- Various IT Security Seminars including Anti-Virus and Firewall

Skills Summary

I can list some of them but I cannot give how long for.

- Dos
- Visual Basic 6 and .Net Pro Programming
- Lotus Notes
- FrontPage 2003
- Microsoft Office – 95/97/2000/2003/XP/2007
- Microsoft Windows OS – Version 1 to Vista
- Microsoft NT 4.0 Workstation with security
- Microsoft NT Server (3.51, 4.0) with security
- Microsoft Windows Server 2000 and securing it

- Microsoft Windows Server 2003 and securing it
- Internetworking across PC, SUN Unix, MAC and Mobile PC's
- Communications – VOIP,WIFI,Bluetooth,IR,LAN, Video Conferencing
- Microsoft Outlook / Outlook Express and Exchange Server
- Internet Explorer/Mozilla Firefox/Opera – all versions
- FTP commands and FTP Client/Server Upload and Downloading
- Web Site & Domain Creation / Maintenance and content
- Microsoft Project, Visio, Word, Excel, Access, Powerpoint, Groove

I am a skilled hardware technician providing maintenance from desktops to laptops and servers as well. I am also well versed in peripheral maintenance.

Specialist Skills

Security
Internet
Desktop and Laptop 3rd line support
Documentation
Server
Hardware Maintenance

Description of Glenn Roast's Character

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

- NT4/2000/XP/2003,Vista, Win 9x, 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

Professional Memberships

- **Gold Microsoft Partner Membership**

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