

DAVID KNIGHT

PROFESSIONAL PROFILE

Result-oriented, customer-driven and tenacious IT Support Technician with over 30 years' experience providing resolutions to IT issues and managing new implementation initiatives, including a breadth of experience working with Apple computers. Influential problem solver who liaises with colleagues and departments to instil cultures of collaboration and cross-functional working. Enjoys operating in customer-facing environments, engaging with end-users and providing high-quality customer service.

Adept communicator who is at ease presenting information to customers and individuals at all levels. Practised at completing tasks within time restraints while maintaining quality standards and ensuring services meet customer needs. Expert with a range of systems and technologies such as VMWare and Cloud-based services.

CONTACT

Bristol, UK

0779 27 69 319

davidjonknight@itevangelist.co.uk

www.linkedin.com/in/davidjonknight

KEY SKILLS

<i>Customer Service</i>	● ● ● ● ●
<i>Technical Support</i>	● ● ● ● ●
<i>Communication</i>	● ● ● ● ●
<i>Adaptability</i>	● ● ● ● ●
<i>Problem Solving</i>	● ● ● ● ●
<i>Organisation</i>	● ● ● ● ●
<i>Time Management</i>	● ● ● ● ●

CAREER SUMMARY

Microsoft Teams Facilitator – Cloudy Group, UK

June 2020 – June 2020

- Providing Microsoft 365 1st and 2nd line support while facilitating Microsoft teams
- Troubleshooting problems and issues with hardware, such as webcams and mobiles

Desktop Support Specialist – Admiral Group, UK

June 2020 – June 2020

- Delivered desktop support for incoming calls
- Accurately logging incidents and executing comprehensive diagnostics

NHS First Responder (Volunteer), UK

April 2020 – Date

- Helping the NHS deliver supplies during the coronavirus pandemic

Desktop Engineer – Healthcare Computing, UK

Feb. 2020 – March 2020

- Migrating desktops from a local domain to a hosted domain in GP practices in Gloucestershire
- Maintaining strong relationships with customers while executing desktop/laptop projects

Desktop Engineer – Thornbury Nursing Services

Jan. 2020-Feb. 2020

- Leading the Windows 10 rollout of new computers while ensuring users have continuity
- Employing Windows Deployment Services (WDS) to build PCs

Desktop Support & Windows 10 Rollout Technician – Arval, UK

Oct. 2019 – Dec. 2019

- Providing technical support during Windows 7 and 10 rollouts while supporting over 1,000 customers
- Troubleshooting issues with Windows 7 and 10 while deploying hardware and installing applications
- Building and configuring desktops, laptops and WYSE terminals
- Executing a project to implement a VPN solution to laptops

IT Support – Dyson, UK

Oct. 2019 – Oct. 2019

- Managing the rollout of Windows 10 and serving on the techbar
- Responding to user's queries and resolving technical issues
- Maintaining high levels of customer service while engaging with individuals regarding technical issues

CAREER SUMMARY

2nd Line Support/Desktop Support – Bristol University, UK	Aug. 2019 – Sept. 2019
<ul style="list-style-type: none">▪ Providing 2nd line support, as well as Mac and Office 365 support▪ Building new devices – including Windows, Mac OS, Linux and mobile platforms – and issuing them to users▪ Serving as Technical Service Manager for specific services	
Desktop Support Engineer (Tech Bar) – Nationwide Building Society HQ, UK	March 2019 – May 2019
<ul style="list-style-type: none">▪ Supporting the upgrade to Windows 10 and providing comprehensive laptop support in a corporate environment▪ Assisting with repairs and basic hardware fixes; delivering ‘Lunch & Learn’ sessions in the Technology bar▪ Attending events, demonstrating new technology and managing technical forms/key knowledge creators	
Contractor – Bristol Community Health, UK	May 2019 – Aug. 2019
<ul style="list-style-type: none">▪ Assisting users with IT issues and problems while managing and triaging the Helpdesk, using Service Desk Plus▪ Specialising in both Apple and Microsoft computers▪ Building mobile smart phones with Mobile Device Management, issuing tickets to Technicians and serving as the admin of VCOL	
IT Support Technician – Hemmersbach, UK	Jan. 2019 – Feb. 2019
IT Support Technician – Graphcore, UK	Oct. 2018 – Jan. 2019
IT Support Officer – University of Bristol, UK	Aug. 2008 – Oct. 2018
IT Field Technician – Andrews & Partners, UK	2001 – 2008
IT Helpdesk Technician – Royal Naval Airstation, UK	1996 – 2001
Helpdesk Technician – DHSS, UK	1995 – 1995
Apple Technical Specialist – Visual World, UK	1991 – 1995

PERFORMANCE HIGHLIGHTS

- Presented with the Sales Person of the Year award while employed at Andrews & Partners
- Received recommendation from previous employers for successes in customer service, sales and IT support
- Led a team of IT Support professionals at the University of Bristol, overseeing support to 4,000 staff and students

EDUCATION & TRAINING

Microsoft InTune | Microsoft Azure | Salesforce
Jira | Microsoft SCCM | Prince 2 | Apple Certified Associate
Mac Integration 10.12 (2017)
Service Desk Professional Course (2009)
Apple (2011-2012): Mac Integration 10.7 | Mac Integration Basics (Pass)
STI (2009): Service Desk Professional (Pass)
Microsoft (2007): Managing & Maintaining a Microsoft Windows Server 2003 Environment
Veritas (2005): Veritas Backup Exec 10 for Windows
Microsoft (2005): 70/272 Supporting Users & Troubleshooting Desktop Applications on a Windows XP Operating System MCDST
Microsoft (2003): 70/271 Supporting Users and Troubleshooting a Windows XP Operating System, MCP