

DAVID KNIGHT

IT SUPPORT PROFESSIONAL



ABOUT ME

A dynamic and results driven IT support professional who excels in customer facing environments and engaging with end users to deliver high levels of technical support and continuity of service. Adept at trouble shooting and solutions management with a proactive and calm approach to achieving challenging targets. Adaptable across multiple systems, technologies and cloud based services with the ability to deliver end user learning and mentor staff. Currently seeking a new permanent or contract opportunity.

EXPERIENCE

Nov 2020 - current | **Technical Support - Broadcom**

- Provides day-to-day technical support to employees for internal standard client hardware, client OS, and software packages.
- Installs, configures and troubleshoot desktop systems, laptops, both Windows and Mac, operating system configuration and standard software.
- Coordinate vendor engagement for onsite support requirement
- Maintains passwords, data integrity and file system security
- Recommend hardware/software solutions including new acquisitions and upgrades.
- Pro-actively identifies issues and risks; seeks appropriate level of guidance and advice to ensure the delivery of quality outcomes
- Works on problems of moderate scope where analysis of situations or data requires a review of a variety of factors.
- Work to improve user support experience through promotion of self-service tools.
- Exercises judgment within defined procedures and practices to determine appropriate action.
- Build productive internal/external working relationships.
- Consulting and design within given policies & processes
- Experience with end-user system analytics and tool sets, ability to complete data analysis, review trending, identify applicable solution and document for use by team members globally
- Experience with Windows OS , error identification and advanced troubleshooting testing

Jul 2020 - Oct 2020 | **Google to Microsoft Migration - Dr Martens**

- Remediation of Google Drive to OneDrive migration issues in testing
- Remediation of Google Docs to Office Docs formatting issues (as Office is installed on all users, we are encouraging the Working group to start fully using Office so we can test the full extent of opening Google docs in Office)
- Creation of a common issues guide that we can publish on later Migration batches
- Post Migration Support (OneDrive, Email, Forms) and formatting support
- Password Reset ability (taking the load of the helpdesk with delegated admin)
- Triage of all Migration support calls
- View and contribute to a dedicated Teams space for specific Google /Microsoft Support issues
- View and contribute to shared Email account that will be communicated out to the business

June 2020 | **Microsoft Teams Facilitator - Cloudy Group Bristol**

- 1 week remote contract facilitating Microsoft Teams offering Microsoft 365 1st & 2nd line support and hardware troubleshooting

CONTACT

T// 0779 27 69 319

E// davidjonknight@itevangelist.co.uk

W// www.linkedin.com/in/

davidjonknight

EDUCATION

Microsoft InTune | Microsoft Azure |
Salesforce Jira | Microsoft SCCM |
Prince 2 | Apple Certified Associate
Mac Integration 10.12 (17) | Service
Desk Professional (09) | Mac Integration
10.7 | Mac Integration Basics | STI (09):
Service Desk Professional | Managing
& Maintaining a Microsoft Windows
Server 03 | Veritas Backup Exec 10 for
Windows | 70/272 Supporting Users &
Troubleshooting Desktop Applications
Windows XP MCDST | 70/271
Supporting Users & Troubleshooting
Windows XP Operating System MCP

KEY SKILLS

Desktop support Management //	■■■■■
Technical Support //	■■■■■
Systems Deployment //	■■■■■
Troubleshooting //	■■■■■
Customer service //	■■■■■
Project Management //	■■■■■
IT implementation //	■■■■■

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EXPERIENCE

June 2020 | **Desktop Support Specialist - Admiral Group Plc**

- 3 day remote contract providing phone based 1st Line Activities including diagnostics, logging incidents and covering Windows 10, Microsoft Office Suite and Office 365

April 20 – Current | **NHS First Responder (Volunteer)**

Helping the NHS deliver supplies during the coronavirus pandemic.

Feb 20 – Mar20 | **Contractor - Healthcare Computing**

- 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.

Jan 20 – Feb 20 | **Contractor - Thornbury Nursing Services**

- Short term contract managing Windows 10 roll-out of new computers while ensuring continuity of end user service
- Employing Windows Deployment Services (WDS) to build PCs.

Oct 19 – Dec 19 | **Contractor - Arval BNP Paribas Group**

- Providing technical support for Windows 7 and Windows 10 roll-out whilst supporting over 1,000 customers
- Troubleshooting of end user issues, deployment of hardware and application installations
- Troubleshooting and diagnosis Windows 7/Office 2010 incidents raised via Remedy ticketing system
- Building and configure desktops, laptops and WYSE terminals along with hardware deployment
- Executed a project to implement a VPN solution to laptops.

Oct 19 (1 month) | **Contractor - Hemmersbach/Dyson**

- Managed Windows 10 roll-out and served user queries at the Techbar.

Aug 19 - Sep 19 | **Contractor - Bristol University**

- Provided 2nd line, Mac, Windows, Linux and Office 365 support including building of new devices and serving as Technical Service Manager for specific services
- Hardware/software fault diagnosis and resolution
- Lifecycle management of devices including stock control, redeployment and disposal.
- Supervision of Junior members of staff
- Developed and maintained technical service/solution documentation.

May 19 - Aug 19 | **Contractor - Bristol Community Health**

- End user support for Mac, Microsoft and medical applications along with triage of the Helpdesk using Service Desk Plus
- Built smart phones using Mobile Device Management
- Served as admin of VCOL
- Intune Configuration/administration and Server 2019 configuration.

Mar 19 - May 19 | **Desktop Support Engineer - Bell Technology/Nationwide**

- Supported Windows 10 upgrade deployment providing laptop support, assisting with repairs/replacements and basic hardware fixes
- Delivered 'Lunch & Learn' sessions in the Technology bar
- Provided a face to face staff support function for laptops and printers
- Attended events, demonstrating new technology and managing technical forms/key knowledge creators
- Demonstrating and evaluation of new end user hardware.

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HIGHLIGHTS



- Achieved Sales Person of the Year - Andrews & Partners
 - Led team of IT support professionals overseeing 4000 staff & students - University of Bristol
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Jan 19 - Feb 19 | **Contractor - Hemmersbach/Dyson**

- Supported the migration of Windows 7 - 10 roll out delivering end user support throughout the upgrade period
- Delivered support for antivirus, OneDrive and mapped drive locations.

Oct 18 - Jan 19 | **IT Support Technician - Graphcore**

- Provided diagnosis and hardware/software support services for Windows 7 /10, MacOS and iOS along with maintenance of software licences and contracts
- Maintained an inventory of IT assets via ServiceDesk.

Aug 08 - Oct 18 | **IT Support Officer - Bristol University**

- Served as Escalation Point Supervisor for a team of seven providing IT support for over 4,000 staff and students
- Delivered 1st & 2nd line Service Desk & Technical Support
- Managed deployment and reporting of change management
- Provided resource management to meet demand
- Managing demand management for admissions
- Managed third party vendor contracts
- Identifying trends and monitoring the Service Desk.

Jan 01 - Jul 08 | **IT Field Technician - Andrews and Partners**

- Provided 1st/2nd/3rd line support for internal customers across 74 sites
- Customer Field Technician providing hardware repair/replacement and software fixes
- Monitored/maintained Symantec Backup including cataloguing and operational reporting
- DR/ Failover planning and implementation
- Detailed fault finding support utilising helpdesk software.

Jan 96 - Jan 01 | **CHOTS IT Helpdesk Technician - Fujitsu**

- 1st/2nd support for Civilian and Naval personnel using Windows NT server and NT workstations.

Jan 95 - Jan 96 | **IT Helpdesk Technician - DHSS**

- Monitoring and maintaining of thin client terminals, telephones and system security.

Aug 91 - Dec 94 | **Apple Technical Specialist - Visual World**

- Customer support role incorporating troubleshooting and 'Fix and Repair' for existing customers.

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