

# 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

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## 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

### Senior Support Specialist – Government Department, UK

Jan. 2021 – Present

- Rolling-out Microsoft Windows Surfaces by employing Microsoft Azure and Microsoft Intune
- Headed all aspects of mobile device management (Airwatch/Intune)
- Performing second line support for ticket management

### Technical Support – Broadcom, UK

Nov. 2020 – Present (12-Month Fixed-Term Contract)

- Providing technical support to employees for hardware, clients' OS and software packages
- Installing, configuring and troubleshooting desktop systems, laptops, including both Windows and Mac, and OS
- Documenting all actions performed in the ITSM tool
- Participating in IT and infrastructure projects while managing risk

### Software Migration – Dr Martens, UK

July 2020 – Oct. 2020

- Executing and managing Google to Microsoft migrations
- Remediating migration issues in testing and rectifying formatting issues; triaging all migration support calls
- Authoring the Common Issues guide
- Providing post migration support, including formatting support

### 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

- Delivering desktop support for incoming calls
- Logging incidents and executing comprehensive diagnostics

### NHS First Responder (Volunteer), UK

April 2020 – Date

- Helping the NHS deliver supplies during the Covid 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 relationships with customers while executing projects

### Desktop Engineer – Thornbury Nursing Services

Jan. 2020-Feb. 2020

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

## CAREER SUMMARY

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**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
- 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 all aspects of the rollout of Windows 10 for Dyson 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

**2nd Line Support/Desktop Support– Bristol University, UK** Aug. 2019 – Sept. 2019

- 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

- Supporting the upgrade to Windows 10 and providing 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

- Assisting users with IT issues 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

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- 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

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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 Window

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