

David Knight

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PERSONAL PROFILE

A versatile, driven, and methodical IT professional with a proven track record in coordinating, managing, and delivering remote and onsite technical support. Instrumental in leading on service activities by solving technical and cloud capabilities through the entire project lifecycle while adhering to agreed ITIL frameworks and standards. Confident in conveying risks to non-technical members and contributing within a wider team to manage multiple priorities and deliver end-user solutions. A self-starter who can work in rapidly changing working cultures while releasing scalable and business-critical solutions to ensure continued success in meeting tomorrow's challenges.

- ✓ **30+ years of extensive IT knowledge** in *Windows, Apple, Desktop Support and cloud-based services.*
- ✓ **Works and leads multidisciplinary teams** – *worked on numerous high-profile projects across sectors.*
- ✓ **Remains abreast of industry standards and ITIL best practices;** *updates policies and procedures accordingly.*
- ✓ **Builds end-user partnerships** – *responds and recovers from incidents with minimal operational disruption.*

CORE COMPETENCIES

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| ▶ IT Service Management | ▶ Software/Hardware Installation | ▶ Network Security Operations |
| ▶ IT Technical Support (1st/2nd/3rd) | ▶ Team Management/Training | ▶ Risk/Incident Management |
| ▶ Project Management/Operations | ▶ Technical Reporting/Documenting | ▶ Resource Planning |
| ▶ Performance Management – SLA | ▶ Telephone/Remote Handling | ▶ Client/Vendor Management |

WORK EXPERIENCE

Organisation: University of Bristol | **Dates:** August 2008 – October 2018 & February 2022 – Present

Position: IT Support Officer

- ▶ Acted as Technical Support Manager – supported end-users by investigating and resolving IT problems.
- ▶ Deployed onsite for performing hardware/software faults across the University of Bristol campus.
- ▶ Rolled out the latest technologies and innovations and was seen as a subject matter expert within the team.
- ▶ Maintained the IT posture of the organisation and kept up to date with the emerging threat landscape.

Key Achievements:

- ✓ **Managed teams** – *ensured IT Support Teams communicated with the Service Desk and 3rd Line Support.*
- ✓ **Led all IT workstreams** and *delivered complex support to 4000+ staff & students.*
- ✓ **Contributed to third line support** – *independently managed end-user incidents ensuring swift resolution.*
- ✓ **Increased productivity, operations and delivery** – *responsible for lifecycle management of all devices.*

Organisation: Hemmersbach | **Dates:** January 2022 – January 2022

Position: Second Line Support Engineer

- ▶ Delivered operational support (onsite) and advanced troubleshooting for both Windows and Mac systems.
- ▶ Synchronised team activities – prioritised technical issues through the ServiceNow ticketing system.
- ▶ Completed simultaneous projects – ensured the continuity of services and delivery of end-user requests.

- ▶ Escalated risks – managed complex internal and external dependencies by identifying and removing blockers.

Key Achievements:

- ✓ **Built a collaborative environment** – *responsible for the escalation management of macOS/iOS hardware.*
- ✓ **Championed continuous service improvements** – *supported resolutions of tickets within agreed SLA.*
- ✓ **Project managed** *the complete builds of new laptops and desktops.*

Organisation: Intellectual Property Office | **Dates:** January 2021 – October 2021

Position: Senior Support Specialist

- ▶ Orchestrated all aspects of second-line technical support – reviewed all tickets via ServiceNow.
- ▶ Delivered time-sensitive support – assisted with any technical issues and provided progress updates to end-users.
- ▶ Streamlined reporting processes – completed day-to-day operations and prepared technical documentation.
- ▶ Security cleared – ensured compliance with organisational policies while working within ITIL frameworks.

Key Achievements:

- ✓ **Rolled Out Microsoft Windows Surfaces** *using Microsoft Azure and Microsoft Intune.*
- ✓ **Deployed onsite for upgrading the network** – *Mobile Device Management (Airwatch/Intune).*
- ✓ **Raised awareness of departmental responsibilities** – *embedded procedures into working practices.*

Organisation: Dr Martens, Airwair International Ltd | **Dates:** July 2020 – October 2020

Position: System Administrator – Google to Microsoft Migration

- ▶ Delivered support by contributing to a dedicated Team space for specific Google/Microsoft Support issues.
- ▶ Aligned processes internally – liaised with departments to deliver projects while minimising business disruption.
- ▶ Prepared the appropriate provision of information to management, including reporting on operations.
- ▶ Prepared common issues guides and post migration support for users while escalating any critical issues.

Key Achievements:

- ✓ **Owned the delivery of software infrastructure and administration support:**
 - *Remediation of Google Drive to OneDrive migration issues in testing.*
 - *Remediation of Google Docs to Office Docs formatting issues.*
 - *Post Migration Support (OneDrive, Email, Forms) and formatting support.*
 - *Password Reset Ability – streamlined operations to help reduce helpdesk response times.*

Organisation: Arval BNP Paribas Group | **Dates:** October 2019 – December 2019

Position: Desktop Support Engineer

- ▶ Worked within the IT Support team assisting customers in three locations across the UK.
- ▶ Provided Deskside, Email, Skype and Telephone support to over 1000+ UK based customers.
- ▶ Investigated and diagnosed Windows 7/Office 2010 incidents raised via the Remedy ticketing system.
- ▶ Used Active Directory to create/remove/disable computer accounts, reset passwords and unlock accounts.

Key Achievements:

- ✓ **Implemented a VPN solution to laptops** – *oversaw early-stage planning for a Windows 10 deployment.*
- ✓ **Built and configured desktops, laptops & WYSE terminals** *using Acronis deployment software.*
- ✓ **Exposed to SCCM while adhering to ITIL best practices** *to ensure that tickets were resolved swiftly.*

Organisation: Bell Technology/Nationwide | **Dates:** March 2019 – May 2019

Position: Desktop Support Engineer

- ▶ Worked on a diverse portfolio of operations – assisted end-users by resolving laptop and printer issues.
- ▶ Project managed the migration and rollout of Windows 10, adhering to departmental policies and procedures.
- ▶ Ensured compliance – approved software requests to prevent unauthorised usage across the business.
- ▶ Strategically delivered migrated users' technical support – resolved troubleshooting issues as they arose.

Key Achievements:

- ✓ **Deployed a Windows 10 upgrade** – supervised repairs/replacements and basic hardware fixes.
- ✓ **Attended events** – demonstrated new technology and managed technical forms/key knowledge creators.
- ✓ **Launched workshops** – addressed questions and delivered 'Lunch & Learn' sessions in the Technology bar.

SHORT-TERM CONTRACT ROLES (Two Month or Less)

1st and 2nd Line Support – Dyson **01/2022**

- ▶ Provided 1st and 2nd line technical support while working with macOS, Windows and mobile platforms.

Technical Support – Broadcom **12/2020**

- ▶ Day-to-day technical support for internal standard client hardware, client OS, and software packages.

Microsoft Teams Facilitator – Cloudy Group Bristol **06/2020**

- ▶ A 1-week remote contract providing 1st & 2nd line Microsoft support and hardware troubleshooting.

Desktop Support Specialist – Admiral Group Plc **06/2020**

- ▶ A 3-day remote contract providing phone-based 1st Line activities including diagnostics and logging incidents.

Desktop Engineer – Healthcare Computing Ltd **03/2020**

- ▶ Part of a team migrating desktops from a local domain to a hosted domain in GP practices in Gloucestershire.

System Rollout Engineer – Thornbury Nursing Services **02/2020**

- ▶ A 3-week contract managing a Windows 10 roll-out of new computers while ensuring continuity of services.

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

- ▶ **Apple Certified Associate Mac Integration 10.12** – Apple
- ▶ **Managing and Maintaining a Microsoft Window Server 2003 Environment** – Microsoft
- ▶ **Microsoft Certified Desktop Support Technician** – Microsoft
- ▶ **Microsoft Certified Professional** – Microsoft
- ▶ **Cert Prep: Prince2 Foundation and Practitioner** – LinkedIn

TECHNICAL PROFICIENCIES

- Microsoft Office – Word, Excel, PowerPoint, Projects, Cloud-Based Administration (Google Workplace, Outlook) •
- Microsoft Intune, Microsoft Azure, Salesforce, JIRA, Microsoft SCCM, Microsoft Exchange, Active Directory •
- Microsoft PowerBI, Windows, macOS, Teams, Zoom, Skype •

ADDITIONAL INFORMATION

- Volunteer NHS First Responder – Covid19 | Keen Photographer – www.itisme.co.uk •
- DBS & SC Clearance | Full Driving Licence | LinkedIn Profile •