

# Gary White

## 1st line support

### AREAS OF EXPERTISE

*PC hardware, peripherals  
and Microsoft desktop OS*

*Broadband service*

*Managed firewall service*

*Back up systems*

*Microsoft Exchange and  
Active Directory*

*Outlook, Outlook Express*

*Internet services (mail, web,  
anti-spam)*

### PROFESSIONAL

*MCSE*

*ECDL*

### PERSONAL SKILLS

*Excellent telephone  
manner*

*Customer focused*

*Hard working*

### PERSONAL DETAILS

*Gary White  
34 Anywhere Road  
Coventry  
CV6 7RF*

*T: 02476 888 5544*

*M: 0887 222 9999*

*E: [gary.w@dayjob.co.uk](mailto:gary.w@dayjob.co.uk)*

*DOB: 12/09/1985*

*Driving license: Yes*

*Nationality: British*

### PERSONAL SUMMARY

A highly competent and enthusiastic 1st line support specialist with experience of providing advice and practical assistance to system users via the IT service desk telephone system and remote support software tools. Highly focused with a comprehensive understanding of dealing with 1st line support calls and an in depth knowledge of ITIL processes. Boasting a consistent & proven track record of successfully employing best business practices that improve efficiency, reduce operating costs whilst increasing performance.

Now looking for a suitable position with a ambitious & exciting company.

### WORK EXPERIENCE

#### *Technology Maintenance Company – Coventry*

1ST LINE SUPPORT      June 2008 - Present

Providing advice, support and practical assistance to system users via the IT service desk telephone system and remote support software tools. Logging and processing support issues via telephone or email whilst ensuring a high level of customer service.

#### *Duties:*

- Providing 1st line technical support, answering support queries via phone & email.
- Remote administration and management of customer premises equipment.
- To log & prioritise system & user support calls for the second line support team.
- Carrying out user administration and set up.
- Recording and actioning faults as reported on: PC's, servers, laptops and mobile.
- Determining the nature of faults and the steps required to rectify it.
- Creating and maintaining email profiles for users.
- Closing the job when normal service is resumed.
- Writing progress and statistical reports for supervisors and managers.
- Using remote control software tools to provide fault resolution and diagnosis.
- Creating and administrating Microsoft Exchange email accounts.
- Document and maintain Help Desk policies and procedures.
- The update and maintenance of the IT service desk authorised users database.
- Train and supervise other support engineering staff.
- Track, monitor and report on all Help Desk incidents within defined customer service levels.

### KEY SKILLS AND COMPETENCIES

- Proficiency in the troubleshooting and resolution of all client queries.
- Good problem solving skills along with the ability to maintain calm under pressure.
- Basic understanding of PC hardware set-up and configuration.
- A methodical and structured approach to problem solving.

### ACADEMIC QUALIFICATIONS

BSc (Hons)      Computer Networking

*Nuneaton University      2005 - 2008*

A levels:      Maths (A) English (B) Technology (B) Science (C)

*Coventry Central College      2003 - 2005*

REFERENCES – Available on request.

---

**Copyright information - Please read**

© This 1<sup>st</sup> line support [CV template](#) is the copyright of Dayjob Ltd August 2010. Jobseekers may download and use this CV example for their own personal use to help them create their own CVs. You are most welcome to link to this page or any other page on our site [www.dayjob.com](http://www.dayjob.com). However these CVs must not be distributed or made available on other websites without our prior permission. For any questions relating to the use of this CV template please email: [info@dayjob.com](mailto:info@dayjob.com).