

Gary White

IT support analyst

AREAS OF EXPERTISE

LAN/WAN networks

Switches and firewalls

SQL Server

MySQL

Windows Server (2003,2008)

1st/2nd line support

Cisco router

PROFESSIONAL

First Aid Certificate

French speaker

PERSONAL SKILLS

Troubleshooting

Proactive

PERSONAL DETAILS

Gary White
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DOB: 12/09/1985

Driving license: Yes

Nationality: British

PERSONAL SUMMARY

A multi-skilled IT support analyst with in-depth knowledge of architecting, installing and configuring computing systems. Experienced in providing client focused IT support and in successfully analysing and resolving IT hardware and software problems in a timely and accurate fashion. Having the ability to maintain a high degree of customer service for all support queries and possessing strong analytical and documentation skills.

Now looking for a new and challenging IT support analyst position, one which will make best use of my existing skills and experience and also further my personal and professional development.

WORK EXPERIENCE

Technology Company – Coventry

IT SUPPORT ANALYST June 2008 - Present

Supporting all desktop IT Services including desktop PCs, laptops, PDAs, IP telephony, meeting room video conferencing and office printing. Manage routine maintenance jobs, database backups & ensure that they are secure & reliable

Duties:

- Meeting customers face to face and handling & prioritising problems.
- Installing and configuring computer systems using different build technologies.
- Perform routine backups & archival of files to assist with disaster recovery.
- Escalating and identify any critical issues.
- Analysing user support statistics/data and recommending appropriate measures.
- Answering incoming calls from clients, processing emails and logging calls.
- Following procedures/checklists and updating support documentation.
- Working with Windows servers & applications within a mixed OS environment.
- Working on large scale storage and backup systems i.e. SAN EMC2 CLARiiON.

KEY SKILLS AND COMPETENCIES

- Enthusiastic and able to interact with departments and personnel at all levels.
- Knowledge of Networking (such as TCP/IP switches and routers).
- Knowledge of installation, troubleshooting and configuration of PCs and software.
- Ability to work to rigorous deadlines and stay within quoted budgets.
- Mac workstations & laptops and associated admin tools and applications.
- Experience of Blackberry Devices and Blackberry Enterprise Server - BES.
- Good knowledge of standard computer languages.
- Undertaking and completing projects on your own initiative.
- Having a good understanding of virtualisation technologies i.e. VMware Infrastructure.

ACADEMIC QUALIFICATIONS

Computing and Networking (FdSc)

Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

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