

Gary White

IT administrator

AREAS OF EXPERTISE

Microsoft operating systems

Computer networks and TCP/IP

Network cabling

Preventative maintenance

SharePoint Administration

Patch Management

Supporting desktop systems

Microsoft SQL Server

PROFESSIONAL

*Microsoft Certified
Master: Microsoft
Exchange Server 2010*

*Microsoft Certified
Master: Microsoft
SharePoint Server 2010*

PERSONAL SKILLS

Troubleshooting

Leadership

Time management

PERSONAL DETAILS

*Gary White
34 Anywhere Road
Coventry
CV6 7RF*

*T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk*

*DOB: 12/09/1985
Driving license: Yes
Nationality: British*

PERSONAL SUMMARY

A successful IT Administrator with extensive analytical and software experience of investigating and diagnosing network problem and also knowledge of IT operating systems, especially Windows, Exchange and Citrix. Multi-talented with good all-round technical skills and the ability to develop and maintain close working relationships with other support and development teams. Having the personal drive required to deliver a service that exceeds the expectations of colleagues and end users through a positive, well organised and structured work ethic.

Looking for a career advancement opportunity with a company that will challenge my problem solving skills and allow me to develop my knowledge & potential.

WORK EXPERIENCE

Major Financial Company – Coventry
IT ADMINISTRATOR June 2008 - Present

Work as part of a proactive team of support staff responsible for delivering a high quality, customer-focused professional service. Providing the very highest level of technical support and customer service to internal staff.

Duties:

- Updating and monitoring IT user accounts.
- Maintenance & management of the Critical Windows based Server Environment.
- Maintaining up to date Antivirus levels on all machines company wide.
- Working on Active Directory accounts, configuration of Blackberrys & laptops.
- Managing and monitoring of backups in multiple locations.
- Providing maintenance support and break-fix solutions.
- Follow Documented processes i.e. implementing change control procedures.
- Liaising & meeting with external suppliers of IT services.
- Producing reports for senior managers.
- Troubleshooting technical problems and implementing solutions.
- Purchasing of IT Equipment and software in line within agreed budgets.
- Supporting a multi-site IT infrastructure of at least 100 employees.
- Responsible for the fast and accurate troubleshooting of reported faults.
- Providing technical support via helpdesk systems for a wide range of internal & external applications.

KEY SKILLS AND COMPETENCIES

- Highly organised and disciplined with a passion for Information Technology.
- A positive, high energy team player.
- Knowledge of VBscript, Shell Script, HTML language & Software licence control.
- Having a passion for providing excellent customer service.
- Customer focused and keen on exceeding expectations.

ACADEMIC QUALIFICATIONS

BSc (Hons) Computer Science
Nuneaton University 2005 - 2008

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

REFERENCES – Available on request.

Copyright information - Please read

© This IT administrator [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. 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.