

Laura Brown

IT support

AREAS OF EXPERTISE

Desktop Support

Diagnosing hardware & software faults

Testing and evaluating new technology

Cisco

Oracle

VOIP

Windows Active Directory

Data Protection Act

PROFESSIONAL

First Aid Qualified

German speaker

PERSONAL SKILLS

Problem solving

Customer service skills

Troubleshooting

PERSONAL DETAILS

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

PERSONAL SUMMARY

A competent IT support professional with a proven track record of providing specialist technical and helpdesk support. Extensive experience of working in the front line helping clients and colleagues resolve complex technical IT issues. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company.

Currently looking for a suitable IT support position with a ambitious company or organisation.

WORK EXPERIENCE

Technology Support Company – Coventry

IT SUPPORT SPECIALIST June 2008 - Present

Reporting directly to the IT Manager and collaborating closely with other IT team members. Responding to queries in a timely and accurate manner and resolving queries to the user's satisfaction.

Duties:

- Responsible for diagnosing & resolving hardware, software & end users problems.
- Acting as the first point of contact for all IT & technical queries.
- Developing the infrastructure and systems to meet the companies needs.
- Working within a TCP/IP network environment, including DHCP, DNS and ethernet
- Involved in the rollout of software updates and patches.
- Investigate specialist and complex IT support issues.
- Communicating with third party technical specialists.
- Configuring and managing backup & restore procedures.
- Maintaining a wide range of computer hardware and software programmes.
- Identifying & reporting on the budgetary implications of IT projects and upgrades.
- Provide secondary support for LAN administration.
- Responsible for allocating work to junior staff and induction training for new staff.
- Deploying new hardware, server backups & evaluating new software & security risks.
- In-depth knowledge of Microsoft Windows client operating systems, XP, Vista / Windows & Microsoft Office up to Office 2007.

KEY SKILLS AND COMPETENCIES

- Physically fit & able to lift IT equipment, crawl under desks to access cabling etc.
- Experience of problem resolution & quality assurance procedures.
- Able to communicate complex IT issues to suppliers and non-technical staff.
- Ability to work well in a team environment.
- IT security experience including anti-virus / malware, encryption deployment.
- Experience of web content management systems.

ACADEMIC QUALIFICATIONS

BSc (Hons) Computing
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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