

# Curriculum Vitae – Jeff Davies

Ebbw Vale, Gwent.

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## Personal Summary

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Confident and self-disciplined, with excellent technical and fault diagnosing skills. Works well in challenging situations, able to use own initiative & work as part of a team. An effective communicator at all levels within an organization. Adaptable, with the ability to make useful contributions in a new environment within a short space of time. Has the capability to see a job through to the highest standard. Of friendly nature with the ability to build good relationships easily.

Conversant with new technologies including Virtualisation (VMware & HyperV). Experience installing, configuring & troubleshooting Exchange, ISA, SharePoint & IIS.

Has experience in both on-site & in-the-field support, providing IT hardware, software & configuration support regarding technical & user issues. Able to support all Windows desktop & server operating systems up to & including Windows 8 & Server 2012R2. Also has application experience which includes all versions of Microsoft Office.

## IT Qualifications

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- MCTS (70-640) Configuring Windows 2008 active directory **2011**
- (3398) Updating your skills from Exchange 2003 to Exchange 2007 **2008**
- VMware ESXi system management course **2008**
- MCP (70-284) Implementing & managing Exchange server 2003 **2008**
- MCP (70-282) Deploying & managing a network solution for medium sized businesses **2007**
- Accredited platform specialist, HP mobile computing **2003**
- MCSA Microsoft Certified System Administrator **2002**
- MCP (70-210) Installing, configuring & administering a Windows 2000 server **2002**
- MCP (70-218) Managing a Windows 2000 network environment **2002**
- (A200) CompTIA Hardware+ **2002**
- (A300) CompTIA Operating systems technologies+ **2002**
- (N100) CompTIA Network+ **2002**

## Employment History

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### Insurgo media services, Abertillery

**2014 –**

#### **Network administrator**

Managing all aspects of the company IT infrastructure. Securely decommissioning & repurposing end of life hardware for FTSE 100 companies & government agencies.

### Astrix Integrated Systems, Abercynon

**2005 – 2014**

#### **Senior engineer & 3<sup>rd</sup> line support**

Supporting small businesses & educational establishments in the South Wales area. Visiting customer's premises or connecting remotely to diagnose & fix problems with hardware, software or network infrastructure. Upgrading or replacing customers hardware & software as required. Managing daily IT duties including backup, user support & system reconfiguration. Configuring & deploying servers to new or existing networks in production environments, migrating software, hardware & data when required.

### Networking Systems Ltd.

**2004 - 2005**

#### **Network support engineer**

Supporting schools in the Cardiff area. Troubleshooting hardware, software & networking problems with clients machines. Installing & configuring new desktops & laptops & connecting them to networks. Assisted implementing ISO1901 companywide & trained large groups in PC technology & operation.

### Teleplan

**2002 – 2003**

#### **Computer Technician**

Diagnosing faults and repairing Compaq warranty hardware which included desktops, notebooks & tablets. Liaising with customers on a day-to-day basis regarding software and hardware issues.

### Corus/British steel PLC

**1988 - 2002**

Originally part of a small production team, assisting with planning & co-ordination of manufacturing activities on a shift-by-shift basis. Chosen as a company representative to investigate & resolve customer complaints.

## Education

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### Blaenau Gwent business resource centre

**1987-1988**

- City & Guilds IT certification which included modules on Unix, Windows, Databases, etc.

### Ebbw Vale comprehensive school

**1986**

- GCSE - 8 grades A\*- C