Mr Tyrone Foster

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Personal Profile: An enthusiastic and focused individual with a pleasant, outgoing character.

Very good organisational, time management, communication and interpersonal skills. Able to work on own initiative, as part of a team and to prioritize workload to produce results under pressure. I would like to work towards infrastructure, virtualisation and storage job roles within any sector that will provide a chance to experience new environments and help me develop my career.

**Employment History**

**May. 2015-Current Hospital of St John & St Elizabeth London NW8 9NH**

**IT Support Technician**

Duties Include:

Windows Server 2008 r2 & Server 2012 r2 administration, Active Directory administration, Citrix XenDesktop 7.6 administration, Exchange 2010 Email administration, Network patching & troubleshooting, Windows 7 troubleshooting, Office 2007, 2010 administration, Extreme Switch configuration, Backup Exec 12, Aruba wireless management, Mitel phone system management, MacAfee Antivirus, Printer troubleshooting, Lansweeper Asset management, Remedy help desk call logging, 2nd line support face to face and using Citrix and Teamviewer remote tools, 3rd line server support patching, troubleshooting, testing & upgrading server applications.

**Oct. 2014-Apr. 2015 Salmon Limited Watford WD17 1DA**

**Technical Analyst**

Duties Include:

VMware VM configuration, VMware vCenter VM administration, Windows Server 2008 r2 & Server 2012 r2 administration, Active Directory administration, Exchange 2010 Email administration, WDS Image administration, Teamviewer remote tools, WDS imaging, Printer server management, Backup Exec 10,

Windows 7, Office 2007, 2010, Sophos Antivirus, Avaya phone system management, Meraki wireless management, iPhone & Android tablet and phone management, 1st line support logging & managing tickets using MSP help desk, 2nd line support face to face and using Teamviewer remote tools, Liaising with suppliers purchasing equipment and licenses.

**Apr. 2013-Oct. 2014 3BM Education Partners London W14 0DT**

**Technical Support Officer**

Tupe role from Kingwood City Learning Centre

**May. 2009-Apr. 2013 Kingwood City Learning Centre London SW6 6JL**

**Technical Support Officer**

Duties Include:

VMware ESXi host configuration, Hyper-V host configuration & VM administration, Ghetto VCB VM backup, Project work, Tech refresh

Windows Server 2008/2012 server management, Windows Server 2003 to 2008 migrations, DNS & DHCP, WDS, Active Directory administration, Group Policy administration, Exchange 2010, Netgear & HP Switch management, Sophos antivirus server and client administration, Windows 7 & Windows XP, ARUBA Wireless LAN support & configuration, Terminal Server Configuration, Print server management, GridStore Offsite Backup support, 1st line support logging calls using footprints helpdesk & Centra stage remote tools , 2nd line onsite support & troubleshooting, 3rd line server support, Managing monitoring and troubleshooting server issues.

**Jul. 2007-Apr. 2009 Cantono London EC4M 6XH**

**2nd Line Support Specialist**

Duties Include:

Citrix client installations, Citrix management console administration, Active directory administration, Exchange 2003 administration, Windows Server 2003 Troubleshooting, Thin client workstation builds, Windows XP, 2000 & Nt Troubleshooting, Print server maintenance, Office 2003 troubleshooting, Supporting onsite customers

Logging calls & working within SLA allocated time, working with 3rd party vendors

**Mar. 2006-Jul.2007 Trusol Services Middlesex TW4 5PY**

**Technical Support Technician**

Duties Include:

Windows Server 2003 installations & support, Active directory user account creation DHCP & DNS configuration, Switch & router configurations, Network patching, Norton ghost image creation, Backup exec 8, Wireless access point installation & configuration, Windows xp laptop & client installations, Office 2003 troubleshooting, Sophos antivirus installations and configurations, Printer installations & configurations

**Mar. 2003-Mar.2006 Tilda Limited, Rainham Essex RM13**

**IT Support Technician**

Duties Include:

Windows 2000 and 2003 server installations & support, Supporting & configuring teleclients using Citrix MetaFrame XP, IBM San management storage, Active directory user management, Supporting & configuring laptops using windows 2000 & XP professional, Providing network user access rights and privileges, Microsoft Office 2000 installations & configurations, Configuring network printers, Cable management, Providing phone support to local and off site users, Troubleshooting fat clients, laptops, thin clients, printers and network connectivity, Configuring secure broadband and dial up adapters using vpn authentication, Configuring wireless access point security, Sophos virus installations & configurations

# **Education and Training**

# **Sept.2012-Feb.2013 5e College of London N17**

# VMware vSphere 5 VCP

# Tasks Include:

vCenter installation and configuration, vSphere ESXi Host creation and installation

ESXI host Configuration, ESXI template configuration, Troubleshooting ESXI hosts

EXSI host resource management, HA, DRS, Storage cluster management

**May.2009-Aug.2009 Self Study**

CompTIA A+ Certification

Tasks Include

Introduction to pc, laptops and the internal components, Basic Networking fundamentals TCP/IP, OSI reference model

Networking computers, switches and routers elated network peripherals

**References Available on Request**