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| Bobby Sheikh |  |  |

**Personal Statement:**I am a self motivated, high achiever with a professional positive approach with the ability to assimilate quickly & act decisively. A dedicated and professional Senior Support Analyst with a proven track record of delivering first class service, when working as part of a team or individually. Excellent communication and leadership skills, involving management and development of self and others in meeting objectives in challenging environments. Analytical problem solving skills capturing issues

# Employment

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| IT Site Lead, GE Capital07/2012 to Present July 12 – Present¿IT Site Lead¿ @ GE(Contract)¿Aztec West, Bristol.I am presently working with GE Capital & GE Oil & Gas, as IT Site Lead for Bristol sites. Providing BAU support for EUS & IT Infrastructure services, meeting defined objectives, Service Levels, priorities & providing support and advice to IT related projects. Managing a team of engineers onsite and remote. Running Veritas backups, managing Bristol queue on Service Now, running reports, daily conference calls, meetings, daily checks of servers etc. Hardware: SUN, IBM, HP, CISCO, Dell, PBX, Mitel, VOIP, servers, routers, switches, WIFI access points, firewall, LAN/WAN networks, Exchange, Active Directory, RSA Admin, Mcafee SafeBoot, Sophos AV, Re-imaging desktop/laptops, Supporting; iphones, ipads, mobile devices, blackberry devices, support of all Microsoft & bespoke applications for General Electric. |
| Senior Engineer, Logica03/2012 to 07/2012 Senior Engineer¿ComputaCenter¿(Ad-hoc contract)¿South Wales & South West area.Working on Computacenter’s client sites Logica CMG as senior mobile engineer and onsite support engineer. |
| IT Consultant, BBC08/2011 to 01/2012 Setup of New BBC office - Provided VIP support to end user, IT backend infrastructure, patching, voip, wifi access points, mfd printers support, secure pull printing setup, windows 7 roll out, floor walking & support. |
| IT Analyst, Logica11/2010 to 08/2011 Working as part of the nation wide Senior Support team – within Infrastructure Services and Control, End User Computing. We deliver a BAU service of break fix fault resolution and new business user request, installation through a Service Desk driven Back Office support model. In addition to bau, varying project activities including larger scale deployment of end user technology devices, physical desktop/laptop/PDA/Mobile equipment or provision of Virtual Hosted Desktop environments.• AD administration, understanding of domains, DNS, WINS, general networking terminology.• Virtual desktop solutions, VHD, VDI, Workstation Blade.• Able to work independently or within a large team, to a fixed set of procedures, escalating issues as and when appropriate.• Troubleshoot desktop/laptop, virtual desktop, TCP/IP, hardware and software issues, reported to the Service Desk and provide solutions/workarounds which meet the customer’s satisfaction and in a timley manner.• Work alongside other teams and escalate to ensure the successful resolution of any hardware/software related issues which require assistance from a third party.• Ensure all procured pc hardware and software items are successfully installed and configured at the customer’s desk.• Monitoring of the site based Remedy queue to ensure all fault calls are progressed, updated and compliant to the departments standards of best practice. • To be responsible for any escalation to other support teams and third party vendors.• Work closely with the internal teams to ensure that delivery meets the business objectives.• Provide remote access support via the telephone to all remote access solutions in use by the customer.• Organised, able to work to tight deadlines & under pressure at times. |
| Systems Engineer, SCC05/2010 to 09/2010 Providing 2nd / 3rd line support & Application support, System Monitoring, providing IT support at all levels & liaising with 3rd parties to investigate network issues/patches/ upgrades. Project: Windows 7 roll-outs & hardware refresh. working on various SCC client sites. Technologies used: Windows XP/Vista/7, MS Server, Active Directory, Exchange, HP, IBM, SUN Servers, Netcool, SMS, SAP, Lotus, HP Openview, Netbackup, Antivirus etc. |
| Data Centre Technical Operations Analyst, Virgin Media04/2008 to 08/2009 • Provide 2nd level operational support / Incident Management for the IT Services on a 24x7 shift basis and out of hours Problem Management.• Performing the role of management agency; diagnosing, fixing, escalating, obtaining updates from other agencies. All faults detected by or escalated to the Data Centre.• Continuously monitor the IT Services & Network elements using management tools to detect and proactively respond to alerts. • Perform defined configuration management & routine maintenance tasks in accordance with change management processes.- Technical areas: WINTEL / Microsoft o/s; Windows 2003, Microsoft, Dell, HP, IBM, Solaris, Sun, Blade, Veritas Net backup, System Admin(NT & UNIX), VMware, TCP/IP & Networking(NT & UNIX), Database(SQL Server & Oracle) Admin, Monitoring: Netcool WebTop & HP Open view, FTP, Cisco, HiRate, Mobile Workforce Management(MWM), Tivoli Storage Manager(TSM), PC Duo 9, Telnet, Gateway Testing, VMware, Putty/Pagent, PowerCentre, Wiki. |
| IT Support Consultant, Office of National Statistics05/2007 to 12/2007 Working within Information Management Department (IM); Providing Desktop Support team leading and managing support of hardware and software of excess of 5000 user base, managing projects for pc rollouts and arranging, managing disposal of old stock within ONS. Used: Windows XP / Vista / AppleMac 10.4, Active Directory, Exchange server 2003 / 07, HP, IBM, SUN Server, SMS, SAP, Lotus Notes R5 & 7, Assyst Call Management system, ITIL, iCommand V3.2, Kofax, PC Anywhere, Syspart, CCM, Adobe 7, Java, Symantec Anti Virus plus bespoke software. (Contract extended four times). |
| Technical Consultant, Northgate Information Solutions01/2007 to 04/2007 Working within Oracle Technical support team; to perform multiple Statutory Maintenance, Patches, and upgrades for Resource Link MOD/environments/customers. Using ORACLE, UNIX, AIX 5.5, HP / Dell, IBM Servers, Windows XP, Telnet services, VMware, VPN, IE6, Northgate HR Client, PROIV Windows Client, Superlayer, Remote services, Test Director, MS Office 2003 etc. Also support external Clients with their upgrade process via VPN, Remote connection, Telnet, Extranet etc. |
| XP Rollout Consultant, GE08/2006 to 12/2006 |
| Network Support Analyst, The Planning Inspectorate03/2005 to 05/2006 |
| Harmony Support Specialist, ntl11/2004 to 02/2005 |
| Desktop Support Analyst, The Planning Inspectorate (PINS)06/2004 to 11/2004 |
| 2nd Line Support Analyst, The National Trust01/2004 to 06/2004 |
| Helpdesk Support Analyst, LogicaCMG09/2003 to 12/2003 Contract basis. |
| IS Onsite Engineer, Mitel06/2002 to 12/2002 |
| IT Support Analyst, IBM Global Business Services04/2000 to 05/2002 Contract basis. |

# Education

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| University of Glamorgan1997 to 2000 IT - IT |
| Cardiff University / Prifysgol Caerdydd1999 to |

# Skills

WintelPatch ManagementSCCMIncident ManagementWindows 7AntivirusRemedyHP OpenviewServersXPSMSMicrosoft OfficeNetcoolActive DirectoryITILWindows ServerVPNWindows Server 2003HPDeploymentIT Service ManagementChange ManagementNovellTCP/IPIT ManagementService DeskVirtualizationSwitchesConsultancySystem AdministrationFirewallsDisaster RecoveryTroubleshootingData CenterVMwareSLANetwork AdministrationComputer HardwareWindowsTechnical SupportInfrastructureNetworkingHelp Desk SupportSoftware InstallationTestingInformation TechnologyIT OperationsMicrosoft TechnologiesStorageOperating Systems

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| **References available upon request** |