
USER SUPPORT ANALYST

Proactive and eager to learn **information technology professional** with 5 years of experience which has given opportunities to adapt to and learn a variety of new technologies. Proven ability to collaborate with other team members or departments, gain the trust of customers through a respectful and calm approach, use creative and critical thinking to solve difficult problems and meet SLAs. **Core Competencies include:**

- Excellent oral and written communication
- Strong organisational, analytical and critical thinking skills
- Proactive in anticipating and resolving issues
- Prioritises customer service
- ISO9001, ISO14001, GDPR

Technical Experience

Software

- Quest ActiveRoles
- Group Policy
- VMware
- Microsoft SCCM
- Mimecast
- Okta
- Nutanix (DaaS)
- Datadog
- Office 365
- Google Workspace
- Autodesk Products
- Rhino
- Enscape
- Adobe Creative Suite
- Zoom including Rooms & Phone

Operating Systems

- Windows 10
- Windows Server
- Cisco IOS
- MacOS
- iOS
- Android

Languages

- Powershell

Certifications

- CompTIA A+ (October 9th 2018)

Professional Experience

User Support Analyst

████████████████████ — November 2017 - Present

Hired as an apprentice to support the company's rapid growth, quickly took over as the office's main point of contact. Completed tasks such as end-user account creation, their onboarding, creation of project structures, maintaining meeting rooms, printers, servers, render farm, documentation of new applications and procedures, communicating with external vendors, providing tier 1 and 2 on-site, off-site support to London and remote support on an enterprise level.

Key Contributions:

- Automated project structure creation process via Powershell, reducing a 2 hour process to 2 minutes
- Single-handedly migrated local render farm into AWS to prevent missed deadlines
- Completed moving terabytes of data to AWS via robocopy out of hours
- Closed 85% of London office's tickets

Customer Assistant

████████████████████ — March 2015 - October 2017

Provided exemplary customer service whilst working to complete all position responsibilities in a timely manner. Regularly adapted to other departments and additional tasks, also became responsible for training new employees.

Key Contributions:

- Created rota sheet to help ensure all duties were completed

Education

BCS Infrastructure Technician Level 3

████████████████████ — November 2017 - July 2019

Distinction

IMIAL Level 2 Diploma in Light Vehicle Maintenance and Repair Principles

██ — September 2010 - June

2012