Jack Beale
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I am a motivated, experienced, and hard-working IT professional, who is passionate about making a positive operational difference. I have several years of experience working in Datacentres and office IT environments, where I have gained multiple transferable skills such as time-management, customer service, teamwork, and organisational skills. I have valuable experience from working in high-pressure and challenging environments – monitoring, fault resolutions, supply chain, distribution, engineering, manufacturing, and customer service. I am passionate about implementing IT best practice, with a proven track record in successfully seeking creative and innovative solutions to challenges. I exhibit a strong business, stakeholder, and customer awareness; I am always eager to assist customers and end-users to ensure SLAs are met and the best customer service is provided.

Key Skills:

- Advanced Technical Support.
- Customer Service and delivery.
- Active directory Management.
- Windows 10/11, IOS, Android and Linux.
- Advanced Hypervisor Knowledge.
- Troubleshooting and Problem solving.
- Attention to detail and protocol

- Inventory management.
- Vendor Relations Management.
- Windows Server administration.
- Microsoft 365, OneDrive and SharePoint
- Datacentre operational work.
- Intune Management**.**
- Research + personal development.

Education and Qualifications

Ongoing	**Cisco Digital Learning** **CCNA**
July – Nov 2019	**QA/BCS, Tower Hill, London** BCS Level 3 Award in coding and logic BCS Level 3 Award in Business Processes Microsoft Technology Associate: Networking Fundamentals (MTA) Microsoft Technology Associate: Cloud Fundamentals (MTA) Microsoft Technology Associate: Mobility and device Fundamental (MTA)
June 2019	**Alison IT Course** CompTIA A+ 1000 Understanding Thermodynamics for science and engineering
June 2016 - 2019	**PROCAT College, Basildon, Essex** Information and Communication Technology Level 2 NVQ Level 3 - Engineering
2016	**Brentwood County High School** 8 GCSEs A-C including Maths and English.

Employment History

Oct 2022 – Current   **Colorcon Inc.**
                               Systems Specialist

- Global IT Support: Support over 20 sites across Europe, Asia and the Americas. Travel to remote sites to perform IT upgrades –such as laptop and phone deployments. Assist with IT Architecture installs by being hands-on at remote sites, for example completing switch migrations, server installs etc.

- Managing the company's Active directory environment using active roles (password resets, Creating and managing user accounts, Creating and managing shared mailboxes and exchange resources etc.).

- Managing the company's laptop and phone environment using Azure (Intune) and piloting the Migration away from Maas360.

- Managing SharePoint permissions and user access.
- Service Desk: Work as part of the service-desk team assisting users using TeamViewer and Goto assist to remotely access users' machines.
- Troubleshoot and support software including Microsoft Office, Oracle applications, Teams, and Cisco AnyConnect. Manage tickets via ServiceNow ticketing system. Respond to users' requests politely and efficiently ensuring SLAs are met.
- Responsible for hardware deployment, imaging laptops with windows 11, ensuring app and user data is migrated to new deployments.
- Man the service desk call queue and action calls relating to IT tickets, as well as provide deskside support for urgent issues.
- Responsible for user onboarding and termination in conjunction with HR and other administrative departments.
- First line of response for IT Architecture, monitoring network and server equipment through PRTG. Provide data collection before escalating for incident tickets relating to network equipment.
- Troubleshoot network connectivity issues for client devices on the Cisco environment, change port configurations such as switching vlans and port speed or tweaking port-security.
- Create VMs within VMWare VCenter and ESXi and install Windows Server 2019 and 2022 on them, set-up server roles.
- Assisted with Project to replace entire network stack at Dartford site. Installed 17 9300L cisco switches across 5 stacks, ensured tracking of port connections and run fibre for inter-switch connectivity.
- Nominated by colleagues for Global Values Award for going above and beyond to help users.

Mar 2022 – Oct 2022   **Custodian Data Centres**
                               Data Centre Engineer

- Data Centre Management: Responsible for managing the datacentre which included installing new and removing old hardware, ensuring that all systems are running and remotely accessible, testing backups and redundancy.
- Configured network switches, servers, and other devices to meet the specifications of the company or to improve the already existing infrastructure.
- Provided remote hands and various forms of high-quality support to clients.
- Monitoring: maintained 100 percent uptime of our sites and monitored thousands of data points to ensure that everything was always running efficiently. Performed emergency procedures for power systems and cooling infrastructure.
- Fault analysis and resolution of network infrastructure.
- General support and maintenance of all data centre systems and infrastructure.

Mar 2019 – Mar 2022   Woodland Group LTD
IT Technician

- Provided IT support for 900 users across the UK, US, and China.
- Performed remote daily checkups on the servers located in our datacentre and local offices, including backup monitoring and disaster recovery systems.
- Project lead for multiple office network refurbishments. Project support for datacentre infrastructure rework.

- US and China user relationships: Worked with colleagues in these territories to troubleshoot and resolve problem tickets, navigating cultural differences to cultivate a positive remote company environment.
- Tasked with identifying IT process improvements to company projects, e.g. developing PowerShell scripts to automate Microsoft teams processes.
- Prioritized stakeholder requests based on business imperative, typically resolving anywhere between 20 and 50 requests a day depending on the size of the task, utilized my problem solving and prioritization skills.
- Provided 1st through 3rd line support. Operated within a flat structure and high-pressure environment, reporting directly to the head of IT, answering all queries in a timely manner and providing all levels of support throughout the business with limited escalation.
- Responsible for managing and reviewing contracts ensuring SLA's (and RPO's where applicable) were met. Annual review of contacts to ensure that they are fit for purpose and meeting the business needs.

Jan 2016 – Jan 2019   Metalmorphose
Engineering Apprenticeship

- Fabrication: Created bespoke metal ductwork for a range of uses and environments, requiring the use of heavy machinery and tools.
- Design: Worked with the customer and using a variety of CAD programs to create the perfect bespoke solution for the customer's environment.
- Attention to detail: ensured that every part I fabricated was within the required margin of error in most cases this was to within a thou (1⁄1000 of an inch or 0.0254 mm).
- Health and Safety: Ensured that no health and safety codes were violated while I was on shift and ensuring that everyone had the correct PPE to be operating within the workshop.

Interests and Skills
Technology: I enjoy keeping up to date on emerging IT technologies. I have a home lab set-up with equipment such as HP servers, ESXi hosts, cisco switches, and Ubiquiti gateways + Aps that I'm very proud of! I enjoy gaming and have built several gaming pcs for friends and charity. I enjoy helping others with their IT issues.

Volunteering: I volunteer for a dog rescue charity and for a theatre group for children with developmental disorders.

Creativity: I am a keen amateur photographer, animator and editor.

Fitness: I am an avid gym-goer and enjoy indoor rock-climbing and powerlifting.

Travel: I relish any opportunity to travel and experience other countries and cultures.

References available upon request