

Callum Giles

Ashton-under-Lyne, Greater Manchester

callumgiles@outlook.com / callumgiles.com / +44 (0)7585 308 554

Full Clean Driving Licence / SC Cleared / ITIL Certified

Personal Summary

I am an enthusiastic, motivated and experienced individual who possesses excellent verbal and written communication skills. I am also a reliable and dependable person who takes sincere pride in the work I do. With a genuine passion for technology, I maintain an understanding and appreciation of the latest technological advancements and innovations.

I have had the opportunity to work in both the public and private sector – supporting user-bases of 500 to 5000 users – allowing me to acquire a vast array of knowledge to further build upon my own skills.

Employment History

Agilisys | Rochdale

Service Desk Analyst July 2015 – Present

- Successfully helped transition two London-based service desks to Rochdale
- Responsible for liaising with senior field- and systems-based engineers to create and amend operational processes
- Consistently recognised as one of the top performers within the service centre
- Assisted with the migration of user accounts, documents, and emails from local in-house servers to cloud-based servers
- Consistently maintains an 80%+ monthly first-time fix rate, sub-three-minute average call handling time, and achieves over 95% customer satisfaction
- Obtained security clearance to a high Government standard allowing me to work with certain clients and applications

Unity Partnership | Oldham

IT Service Desk Analyst Nov 2012 – July 2015

- Facilitated the rollout of 2-factor authentication and Windows 7
- Administered the assignment and tracking of security tokens
- Ensured smooth running of the service desk as one of the team leaders
- Raised service levels by generating performance-related reports and statistics and by determining key areas for improvement
- Responsible for discovering, tracking, and taking ownership of major incidents
- Trained new staff and apprentices to a high standard
- Managed and configured the Mitel phone system, including pickup groups, hunt groups, and telephone name changes

Miele | Abingdon

Helpdesk Technician Feb 2012 – June 2012

Junior IT Support Engineer May 2011 – Feb 2012

- Created and tested operating system images as part of the Windows 7 rollout
- Performed morning and nightly server backups, both disk- and tape-based
- Ensured systems ran smoothly by running daily server and systems checks
- Responsible for the department's IT budget, and using SAP to process orders
- Planned and carried out desk and office moves, including network patching
- Helped to setup and roll-out IGEL thin-clients across the organisation, and managed the thin-clients using the IGEL Management Suite
- Prioritised workload based on importance and business impact
- Diagnosed and fixed both standalone- and network-based printers
- Configured and maintained IBM Notes and the IBM Domino servers
- Liaised directly with teams and departments to advise which hardware would best suit their needs within their budget and requirements

Education History

Online Business School

August 2017 – Present

Level 5 HND in Computing (in progress)

- Introduction to Computing
- Introduction to Programming
- Introduction to Databases
- Requirements Engineering
- Systems Analysis and Design
- E- Commerce Applications
- Human Computer Interaction
- IT and Society
- Information Systems Project Management
- Management Information Systems
- Innovative Technologies in Computing
- Computing Research Methods
- Software Development Methodologies
- Computing Project Planning
- Strategic Management Information Systems
- Ethical, Legal and Professional Issues in IT
- Network Design and Management
- Web Based Development
- Cyber Security
- Advanced Databases

PEOPLECERT

July 2017

ITIL

- ITIL Foundation Certificate in IT Service Management

Zenos IT Academy | Oxford

Sept 2010 – Feb 2011

Microsoft Certified Professional

- Microsoft Technology Associate (MTA): Networking Fundamentals
- Microsoft Certified Technology Specialist (MCTS): Windows 7, Configuring

CompTIA

- A+

Advanced Apprenticeship for IT & Telecoms Professionals

- Level 3 Diploma in ICT Systems and Principles for IT Professionals
- Level 3 Diploma in ICT Professional Competence
- Level 2 Award in Employability and Personal Development

Key Skills

- Holds over six years' experience within in the IT industry, leading to a broad breadth of knowledge
- Gained first-hand experience working within desktop, networking, and systems-based roles
- Currently studying towards a Level 5 HND in Computing showing my desire to learn and improve
- Possesses advanced knowledge in Microsoft Office and other staple software applications
- A quick thinker who can keep calm and think straight in testing circumstances
- Has exceptional organisational skills, with the ability to properly prioritise my workload
- Self-motivating, efficient, and able to work well with little or no supervision, as well as part of a team
- Has experience leading a team within a service desk environment
- Recently studied towards and passed the ITIL Foundation Certificate
- Robust skills within various IT applications and technologies, including but not limited to: 2-Factor Authentication; Active Directory; Citrix; Exchange; Lotus Notes; Microsoft Office; Mitel; Networking; Supportworks; Thin Clients; Windows (XP-10); and Windows Server (2003-2016)