

# Callum Giles

SC/MV Cleared | ITIL Certified | Full Clean Driving Licence

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## Personal Summary

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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.

With a calm demeanor and level-headed personality, I always ensure to properly prioritise my workload due to my excellent organizational skills. Furthermore, I am self-motivating, efficient, and able to work well with little to no supervision, as well as part of a team.

I have a diverse skill set which I have implemented in both technical support and managerial roles, affording me the opportunity to work with class-leading technologies in both the public and private sector.

## Technical Summary

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- Holds over nine years' experience working within the IT industry, leading to a wide array of knowledge
- Has worked in varied roles within 1<sup>st</sup>/2<sup>nd</sup> line positions, with additional networking and systems experience
- Possesses good rollout/deployment knowledge, including building and deploying Windows images and 2-factor authentication implementation, with exposure to deployment systems such as SCCM
- Planned and executed various office moves, including network patching, hardware setup and troubleshooting
- Has great experience leading successful teams within a service desk/MSP environment
- Possesses various technical qualifications, whilst recently passing the ITIL Foundation Certificate
- Excellent procurement and financial experience; able to manage budgets and maintain supplier relationships
- Excellent foundation knowledge of ITIL practices and processes, whilst being keen to gain deeper knowledge
- Robust skills within various IT applications and technologies, including but not limited to 2-Factor Authentication; Active Directory; Konica Minolta/SafeQ; macOS; Microsoft Exchange; Microsoft Office; Mitel; Networking; SAP; SCCM; Supportworks; Thin Clients; Windows 10; Windows Server; and Xerox

## Professional Experience

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### **Agilisys**

*Rochdale, Greater Manchester*

#### **IT Service Desk Team Leader**

July 2019 – Present

#### **IT Service Desk Analyst**

July 2015 – June 2019

- Manages a successful service desk supporting the City of London Police
- Helped to improve efficiency of the service desk by reducing average call handling times by 50% whilst maintaining a high first-time fix and customer satisfaction rate
- Handles major incidents from start to finish, ensuring correct steps and procedures are followed throughout the major incident lifecycle
- Continues to streamline service desk practises and processes, processing 800+ contacts a week with just two staff members
- Responsible for drafting and proof-reading user communications as part of both change management and incident management
- Maintains exceptional levels of service whilst dealing with hundreds of BAU requests such as new starters, leavers, procurement requests, software installations, access requests and incidents per week
- Assists the problem management teams by highlighting potential problem records, and by working closely with the problem managers to provide detailed information for existing problem records
- Supports many secure police programs and systems, ensuring timely escalation and/or resolution of mission-critical services

**IT Service Desk Team Leader**

Dec 2014 – July 2015

**IT Service Desk Analyst**

Nov 2012 – Dec 2014

- 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
- Facilitated the rollout of 2-factor authentication and Windows 7
- Administered the assignment and tracking of RSA security tokens
- Managed and configured the Mitel phone system, including pickup groups, hunt groups, and telephone name changes
- Used initiative when required to find solutions to unusual and unique incidents and problems
- Assisted the field engineers with desk and office moves when required

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**Miele**

Abingdon, Oxfordshire

**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 the systems ran smoothly by running daily server checks, reporting any issues that arose, and often resolving the issues myself
- Responsible for the department's IT budget and overall procurement process, ensuring funds were well spent in critical areas
- Planned and carried out desk and office moves, including network patching
- Diagnosed and fixed both standalone- and network-based printers
- Maintained the IT asset database and performed software, hardware and asset auditing
- Maintained the functionality and cleanliness of several on-site server rooms

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**Education History**

**Online Business School**

Distance Learning

Aug 2017 – 2022 Expected

**ATHE Level 5 Diploma in Computing (in progress)**

- ATHE Level 5 Diploma in Computing
- ATHE Level 4 Diploma in Computing

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**Zenos IT Academy**

Oxford, Oxfordshire

Sept 2010 – Feb 2011

**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

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**Certifications**

**ITIL V3**

August 2017

- ITIL Foundation Certificate in IT Service Management

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**Microsoft**

February 2011

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

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**CompTIA**

November 2010

- A+

## Honours and Awards

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### **Service Desk Institute**

January 2018

### **Best Medium to Large Enterprise Managed Service Provider**

During my time working within the Agilisys Service Centre, we were voted the best medium to large enterprise managed service provider globally.

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### **Zenos IT Academy**

February 2011

### **Outstanding Apprentice Award**

Awarded for achieving the highest score on the A+ exam within the academy.

## Hobbies and Interests

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As an avid lover of technology, I not only interact with tech in the office, I interact with it at home too. I'm a PC hobbyist and have built several computers – both for personal use and for others – and I am fully up to date with computer hardware, networking and mobile phone technology. I love watching technology-related videos – both as part of my coursework and purely because I want to.

Studying towards the ATHE Level 5 Diploma in Computing has taught me many new skills not found in my job role. For example, In the last couple of years I have learned how to design, plan and execute various projects ranging from creating a website, creating a fully-fledged mobile banking application, and designing a complete networking infrastructure for a company. Creating the website and mobile banking application has taught me to be competent with programming languages such as HTML, CSS, JavaScript, Java and C++. In addition, designing the networking infrastructure for a company has built upon my existing networking and server skills.

Outside of tech, I am a health-conscious individual. Having grown tired of my old lifestyle as an inactive and obese individual, I decided to do something about it and have so far lost over seven stone. I ensure I eat healthily, exercise regularly, and practice patience in my everyday life, which has led me to become a very strong-willed, but flexible and resilient person.