CONTACT

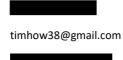█████████████

timhow38@gmail.com

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TECHNICAL SKILLS

First and second level support for both Servers and Desktops e.g. user management via AD, group policy and Azure. Application management via Intune and O365 portal.

Management of software licensing covering O365, Zoom, Adobe and business specific apps.

Cellphone and Land Line phone system management at both the BPX and Telco level along with user voicemail and end user apps.

MFD copier user creation and print que management.

Email and calendar management at both the Exchange PowerShell level and O365 portal.

Maintain SharePoint including intranet site content and OneDrive storage along with advising on site development.

MANAGEMENT SKILLS

Project management, scope, schedule, execute and report.

Staff training, one on one, group training and documentation.

Vendor management with multiple business specific third-party providers.

IT Management covering asset management and technology recommendation.

Timothy Howard

CURRICULUM VITAE

PROFILE

When presented with problems in any situation I strive to incorporate a level headed problem solving strategy along with my ever growing interpersonal skills to not only find the work around but solve the issue in a manor that provides everyone with a clear and informative understanding going forward.

I find it extremely important that with so much to learn and so much to strive for that you've got to really enjoy both your personal life and work life to really excel and become your best self.

WORK EXPERIENCE

Service Desk Engineer   **2021 - 2021**

GLOBAL DIGITAL SOLUTIONS (GDS)

Serve as the first point of contact for customers seeking technical assistance and service.

- Perform onsite and remote support to end users and stakeholders Carry out system testing and reporting.

- Answer service desk phone calls.
Provide hardware, software, networking and general technical support.

- Perform troubleshooting using different diagnostic techniques. Troubleshoot, diagnose, and resolve technical hardware and/or software issues.

- Escalate unresolved issues to management in a timely manner, when required.

- Prioritize helpdesk requests and resolve problems.
Co-ordinate on-site support team and maintain support schedule. Build a rapport with customers.

Carry out IT administrative duties.

- Record events and problems and their resolution in logs.

- Maintain up to date customer/site records and documentation.

- Carry out Domain User Account administration and administration of office 365 training for new starters.

- Maintain technical documentation and service catalog on installation of software, configuration of hardware and problem troubleshooting.

- Maintain a central inventory of all file-servers, PCs, desktop equipment, and software licenses.

Provide internal support.

- Pass on any feedback or suggestions by clients to management

- Identify and assist in the continuous process improvement of the service desk

- Compile appropriate reports and statistics in connection with service desk calls, requisitions,

- suppliers, and IT performance statistics for support staff, managers, and customers.

Service Desk Agent
2017
2021

WAIKATO INSTITUTE OF TECHNOLOGY - (WINTEC)
- Providing technical support to Wintec's internal customers.
- Provided customer support to staff and students via phone, email and face-to-face on the service desk. (approx 840 staff and 20,000 students).
- Assisted in the training of new staff on the service desk.
- Logging jobs, elevating tickets and resolving level 1 and 2 issues using Zendesk.
- Supporting staff experiencing issues with Windows, Office software, Outlook, Projectors, Mobile Phones, Company and BYO computers.

Events Assistant
2018
2021

WAIKATO INSTITUTE OF TECHNOLOGY - (WINTEC)
- Assisting or presenting events on behalf of multiple Wintec departments.

Delivery & Sales Person
2016

BED POST NEW ZEALAND

- Sales & Delivery - In-store sales and product knowledge. - Office work including invoicing and general phone support.

EDUCATION

Bachelor of Applied Information Technology
Major: "Web Development"
Waikato Institute of Technology
2018
2021

Included Papers:
- **Year 01:** Information Technology Operations – Fundamentals of Programming and Problem Solving - Professional Practice - Business Systems Analysis and Design - Introduction to Networks - Operating Systems and Systems Support - Database Principles, Technical Support - Object Oriented Programming - Database Modelling and SQL – Mathematics for Information Technology
- **Year 02:** Interpersonal Communications - Data Visualization - Web Development - Cyber Security - Web Programming – The Web Environment
- **Year 03:** Human Computer Interaction - Mobile Applications Development - Web Applications Development – Business Essentials for IT Professionals / Project Management Industry Placement/Internship:
- **Internship** - Design Factory -Wintec
- **Internship** - The Gig - Peer Tutoring Prototyping

New Zealand Diploma in Information Technology &
Technical Support (Level 5-6)
Waikato Institute of Technology
2017
2018

National Certificate in Computing (Level 3)
Waikato Institute of Technology
2016
2017

Saint John's College
Waikato Institute of Technology
2015