

## John Peter Brown

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### Profile

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William is an individual with in excess of five years experience as an IT Technician working within various high pressure environments, together with his many transferable skills and ability to work both analytically and to a high standard, William is comfortable working to deadlines and targets, an effective communicator with the ability to interact with people from all walks of life and social backgrounds, William is Microsoft certified with basic project management skills he wishes to further develop these skills within a progressive Information Technology environment, having much to offer the potential employer William would be an asset to any team and would welcome the opportunity to demonstrate his commitment to the employer.

### Key Skills and Experience

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- Experienced ICT Technician
  - Microsoft Certified
  - Creative Problem Solver
  - Task-Orientated
  - Veritas Netbackup
- Basic Project Management Skills
  - Effective Communicator
  - Decisive and Results Driven
  - Microsoft Exchange Server
  - Microsoft Windows 2000/03 Active Directory

### Employment History

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**2005-2006**                      **ClientLogic UK**                      **Server and Desktop Support Technician**  
Whilst working for ClientLogic my key duties included the following; providing all hours support of company telecom and data systems where outages required immediate response and resolution, co-ordinating with all departments to meet the needs of the company within agreed service delivery times. Implementing new Microsoft Windows Server platforms including Microsoft Active Directory, Terminal Services and a replacement Exchange Server into the data centre and Oracle based applications into call centre desktops, and ensuring all data is archived with Veritas Netbackup and that archives were securely stored off site.

**2001-2005**                      **BT Global Solutions**                      **Server and Desktop Support Technician**  
Whilst working for BT Global Solutions my key duties included the following; Providing Outsourced ICT support to ClientLogic UK all hours support of company telecom and data systems where outages required immediate response and resolution, co-ordinating with project management for the implementation of systems and software for ClientLogic call centre campaigns. Ensuring personal and team service level agreements were completed on time and to the satisfaction of the client. I also liaised with other areas of operation within the company's organisation and our clients within Europe and India on a daily basis.

