

David Ashcroft

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Employment

Runshaw College – Leyland, Lancashire

Service Desk Engineer – September 2016 – Present

Runshaw College Service Desk services approximately 11,000 users including staff and students. I work with a wide range of technologies on a daily basis including Office365, Cisco Firewalls, Proxies, Web Filters and more. I am very driven and motivated to expand my knowledge and learn new things and I try to involve myself with as many technical tasks and projects as I can. My mindset has been, and will continue to be focused on implementing solutions and systems which are efficient, easy to manage, secure and reliable. I am the first point of contact for any IT issues and I try to maintain a high resolution rate at the first point of contact with the end user, this could be as simple as a website unblock, to more complex network/infrastructure issues.

Impact Computing & Consulting Ltd - Preston, Lancashire

Support Desk Engineer/Team Leader from beginning of 2016

June 2014 – September 2016

Impact Computing supports businesses with up to 150 users. The technologies used were diverse, giving me a better understanding of many different areas in IT.

As a Team Leader for 1st/2nd Line Support, it was my responsibility to ensure that my team deal with issues quickly, efficiently and proactively, primarily via telephone and email. I also traveled to client sites when necessary for installs, deployment, and troubleshooting. I was also primarily responsible for the technical training of new staff.

I was the main point of escalation to 3rd line support when necessary and I regularly worked with managing, maintaining and troubleshooting technologies such as: Active Directory, Microsoft Exchange, Office 365, DNS, DHCP, Windows Server OS's, Hyper-V, ESXI/VMWare, Printers, Group Policy, VPN's, Draytek Routers, Hosted VoIP solutions, Managed Wireless & Remote Desktop.

J M International Ltd – Rufford, Lancashire

P/T Website and Network Administrator – 2009 - 2014

My work at J M International allowed me to get real world experience before taking up a full time position after finishing university. Some of my responsibilities included:

- Designing and updating several websites.
- Computer Maintenance and upkeep.
- Network Administration (DHCP, IP, DNS, Domain Controllers, Active Directory, Servers, IP Cameras, Intranet, IIS, cPanel).

Voluntary Work

Woodlands Animal Sanctuary – Rufford, Lancashire

Trustee – Website and Network Administrator – 2005 – Present

I started a voluntary role at Woodlands Animal Sanctuary in 2005 with a keen interest in computing. I was the only technically competent person at Woodlands which has allowed me to expand my range of computing knowledge:

- Network Administration —Windows server setup and configuration (domain controllers, DHCP, DNS, and Print Servers), IP Phones, IP Cameras, CAT5e/6 cabling.
- Web Design & Maintenance - CSS and HTML. I now manage 5 of their websites (1 CMS site and 4 static HTML sites).

I am now one of the 9 trustees and I manage the all areas of the network and websites.

Technical Skills

Windows XP to Windows 10, Windows Server 2008 to Windows Server 2016, Technical Support, DNS, Remote Desktop (RDP), NAT, Active Directory, Computer Hardware, Microsoft Exchange, DHCP, Managed Switches, Draytek Routers, IP Cameras, Domain Controllers, Active Directory, Virtual Machines, Hyper-V, ESXI/VMWare, Microsoft Office, Office 365, Hosted Exchange, Sage, Basic Website Design, Group Policy, Network Printers, VoIP, Photoshop, Dreamweaver.

Education/Qualifications

Microsoft Qualifications

Microsoft Technology Associate (MTA)

Edge Hill University

BSc (Hons) Computing

2013 – 2014

Modules include: Forensic Computing, Operating Systems, Internet Security, IT Management.

Runshaw College Higher Education

Computer Technology Foundation Degree

2011 – 2013

Passed at a Distinction Level.

Modules include: Cisco, Network Fundamentals, Network Support, and Computer Systems.

Runshaw College

2009 – 2011

DDD* achieved in BTEC National IT and Computing

Achieved "Runshaw Excellence" recognition, awarded to less than 4% of students.

Burscough Priory Science College

2003 – 2009

7 GCSEs Grades A - C including Maths, English and Sciences.

Additional Information

- Full, clean driving license.
- You can find out more about me by visiting my website: www.davidashcroft.co.uk

References

References are available when requested.