Curriculum Vitae

Gareth William Foot

Employment History

QuoStar Solutions Ltd

A cloud platform provider, IT outsourcing and consultancy firm based in Bournemouth; QuoStar specialise in hosting and supporting 'Desktop as a Service' solutions.

Systems Support Engineer

July 2014 – April 2016

Maintaining client's servers both reactively and proactively; handling both internal escalation and cases logged by clients. I also handled emergency calls when in an out-of-hours capacity.

- Windows Server
    - Active Directory
    - Group Policy
    - Exchange
- Maintaining VMware Environments
- Maintaining and improving the RMM system
- Managing Backup solutions including Veeam and Backup Exec
- Configuring Cisco & SonicWall switches, firewalls
- Hosted IP Telephony

End User Support Analyst

October 2012 – July 2014

Involving multiple clients both remotely and on-site, using a variety of environments; handling service issues and requests received by e-mail and telephone.

- Supporting and diagnosing Windows issues/requests
- Providing training and support for Office including macros and complex functionality
- Scripting (Batch, VBS)
- Handling client's cases with 3rd party support – Autocad, Sage, CRMs, PC Manufacturers
- Hardware & Software troubleshooting for a variety of faults

The British School of Brussels

ICT Technician (Placement Year)

August 2010 – July 2011

Involving management of audio-visual equipment, including rooms fitted with a programmable centralised control system for demotics; on-call technical support for staff and students, including call-handling, ticket management and face-to-face support; management and expansion of site-wide digital signage system; management and maintenance of backups.

Academic Achievements

University

BSC (Hons) International Network Computing

Staffordshire University

Grade 2:1

Awarded in 2012 (3-year study & 1-year placement)

The course followed a syllabus similar to the CCNA-CCNP path and covered routing setups, switch configurations and troubleshooting methods. Additional modules of my choosing looked at encryption algorithms, programming a grid computing solution and security practices.

Sixth Form

Alcester Grammar School

Three A-Levels and one AS-Level awarded in 2008

> Information and Communication Technology (C), Mathematics (C), Psychology (D)
> Critical Thinking (B)

High School

Alcester High School Technology College

Ten GCSEs awarded in 2006 with grades A-C including English, Mathematics and French

Skills & Certification

Driving License; Customer Service Diploma (L2)

Personal Activities

Tough Mudder

I have run the Tough Mudder (12-mile mud run) three times which includes a variety of physical and mental challenges on-route. I have also volunteered time for the event, supporting and encouraging other runners to perform as a team as well as enduring the difficulty.

Contact Details

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Location

Currently based in the Bournemouth region