

Curriculum Vitae

Gareth William Foot

Employment History

Codestone Group Ltd

A SAP and Cloud IT provider based in Bournemouth; Codestone specialise in both providing and supporting standardised and bespoke IT solutions.

Infrastructure Support (Daytime)

January 2019 – Current

Handling customer support incidents and requests while maintaining SLAs, preparing and implementing changes and documenting systems and processes. Part of a rota system for incident escalations when out of hours.

- Windows Server (Active Directory, Group Policy, Exchange)
- Support and configure the RMM system
- Coded PowerShell scripts and full C# applications to automate regular tasks
- Configuring client network equipment (SonicWall, Cisco)

Infrastructure Support (24x7)

April 2016 – January 2019

Looking after customer support incidents/requests, monitoring service queues & e-mail inboxes to manage SLAs, performing server maintenance and software upgrades, maintaining backup systems (Veeam) and actioning system alerts raised by the monitoring systems.

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 and their backup systems (Veeam and Backup Exec)
- Maintaining and improving the RMM system
- Configuring Cisco & SonicWall network equipment
- Deploying and Managing 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.

Academic Achievements

University

BSC (Hons) International Network Computing (2nd Class Honours, 1st Division)

Staffordshire University (2012)

3-year study & 1-year work placement at The British School of Brussels (IT Technician)

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

My placement year involved 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.

Sixth Form

Alcester Grammar School (2008)

A Level	Information and Communication Technology	C
A Level	Mathematics	C
A Level	Psychology	D
AS Level	Critical Thinking	B

High School

Alcester High School Technology College (2006)

Ten GCSEs awarded (grades A-C) including English, Mathematics and French

Skills & Certifications

Clean Driving License

City & Guilds Customer Service Diploma (L2) – Awarded August 2015

MCSA: Windows Server 2016 – Certified November 2018

Personal Interests

I enjoy casual running, having previously completed Tough Mudder, the Great North Run and the Bournemouth Marathon; I am currently training for the Bournemouth 10k in October. In my downtime, I am usually playing video games, reading a book or attempting to solve a puzzle.

Contact Details

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