

Jack Whittingham

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Based In Hertford

Summary

I am a skilled and ambitious IT professional who possesses self-discipline and the ability to work within a team or by myself with the minimum of supervision. I contain strong drive and determination to achieve the highest quality of solutions to meet business objectives and exceed expectations. With a "can do" attitude and positivity I always strive to hit deadlines and will always give my all to find solutions to problems or any improvements that could be made. I will always help not only the end users but my colleagues to come to the best solution within a timely fashion. I am confident in my skill set but am also not afraid to ask for guidance or help as this will only ever increase personal knowledge. I have good interpersonal skills and am comfortable communicating with people of all ages and job titles.

Work History

Castleton Commodities International – January 2020-Current Client Services Senior 2nd Line Support

Reporting into the Global Client Services Manager based in the London office, and working with colleagues across the globe at multiple different sites. Working closely alongside 3rd party suppliers and contractors.

At CCI my day-to-day role was to support the London office users and users working from home remotely, users in Rotterdam, US, Singapore, and a few other site locations globally. This included:

- Troubleshooting issues with trading applications within a strict time constraint
- Providing Audio Visual support to all meetings rooms within the London Office
- Re-cabling meeting room Audio Visual equipment upon Office Upgrade
- Supporting users day-to-day with any issues with software, hardware, servers etc.
- Monitoring systems to keep business operations running

My main project was MDM/MEM, and the implementation of Microsoft Intune/Endpoint Manager to all mobile devices globally.

- Setting up Apple Business Manager integration with Microsoft Intune
- Providing Configuration Profiles to the business for approval
- Testing Configuration Profiles for business owned devices
- Testing Application Protection and Configuration Policies for personal devices
- Implementation with project plan globally
- Liaising with users for feedback on changes
- Providing training to Team for administration and management
- Providing documentation and video recordings for training and how-to's

When joining CCI the transition to the Trading world was met with a lot of learning and developing my skillset so that I could support the business at the highest standard possible.

This involved learning new systems such as Cloud 9, Trayport Joule, Bloomberg, Tempest, Citrix etc.

After 2 months of working in the Office the Coronavirus forced a Work-From-Home environment, as a part of this the team and I were tasked to build multiple laptops and desktops for a remote working situation, working closely with suppliers to have all equipment delivered to users homes and once equipment was delivered to assist the user remotely in getting everything setup properly. Adjusting to the remote working environment was a challenge and we as a team were met with many obstacles, all of which were overcome in a professional and timely manner. This tested my ability to work and adapt under pressure and extremely short deadlines to provide a solution that worked for IT and the end users.

Whilst working remotely, the implementation of Microsoft Teams was quickly highlighted as a P1. I hosted multiple Live Training sessions across the months and recorded multiple training videos for systems such as Teams, Outlook, End User Policy, and the Remote Working policy.

Key Systems Experience

SCCM, Intune, Service-Now, Microsoft 365, Office 365, Azure, Sharepoint, Teams, AirWatch (WorkspaceONE), Windows 7/10, Mac OSX, iOS, Android, Mitel Phone System, VSphere, AWS, Active Directory, DHCP

Key Skills

Work extremely well by myself or within a team.

Teaching Ability to both users and IT staff.

Experience of diagnosing and resolving issues.

Ability to explain complex IT issues to 3rd parties or non-technical staff members.

Communicating with anyone in a professional manner, whether it be the cleaning staff, directors, or the CEO.

Tottenham Hotspur Football & Athletic Co. - November 2016-January 2020

2nd Line Support

Reported to the Service Desk Manager and Head of IT, also worked closely with the rest of the IT team members. Acting quickly and effectively to issues raised by users and/or 3rd parties to a high standard.

I was heavily involved with multiple projects while working at Tottenham Hotspur, this was across the entire business such as:

Moving current office users from the main office building into the new stadium.

Implementing new software/hardware in the Warehouse.

Visiting retail stores to assist with IT issues.

Implementing, installing, and maintaining systems into the Stadium, Training Centre, The Lodge London, Lilywhite House etc.

Running, implementing, maintaining, installing, configuring, documenting the Spurs MDM project using AirWatch.

Duties:

- Diagnosing and resolving hardware, software, infrastructure, and end user problems.
- Acting as the first point of contact for all IT queries.
- Supplying out of hours "On-Call" support to the business.

- Working event days at White Hart Lane Stadium the Tottenham Hotspur Stadium.
- Rolling out new software patches and updates.
- Investigating IT issues from basic to complex by myself and as part of a team.
- Working with 3rd parties.
- Maintaining a wide range of hardware and software components.
- Deploying new hardware and software.
- Responsible for allocating resource to deliver projects in a timely manner.
- Acting as an escalation point.
- Escalating issues to other members of the team and other teams within the business.
- Training staff and the IT team on certain projects that I implemented.
- Documenting process', configurations, how-to's etc.

Sainsburys - November 2015-July 2016

General Assistant

Night shift work at Sainsburys as a temporary fill in job (it was a permanent role with a one-month notice period) while I looked for a career that I wanted to pursue in IT.

Formula One Autocenters / National Tyres - January 2015-November 2015

Mechanical Fitter

I was a mechanical fitter for just under 10 months, my main role was fitting tyres, brakes, exhausts, and anything else I would lend a helping hand.

KLJW Services Ltd - August 2014-January 2015 (Contract)

IT Services

I was providing ad-hoc support for various IT projects including iPad and Windows hardware and software support. I also tried to keep my skills up to date by doing online courses to do with networking and windows/os.

Musgrave GB Londis/Budgens - May 2013-July 2014 (Fixed term contract)

1st Line Support Testing Engineer

My responsibilities included:

- Installations - Hardware and Software Beta installs on 10 stores, once real-world testing was completed, I proceeded to complete a further 30 on-site installs across the UK, Networking and Support of systems, staff, and 3rd party staff.
- Testing - Till hardware and software testing, User Acceptance, Smoke, Regression etc.
- Communication – Contacting and liaising with third-party vendors and companies for support and implementation.

Stanborough Lakes - March 2009-November 2013 (Seasonal Staff)

Boating Lake Supervisor

I worked at a local Boating Lake for one season as an Assistant Boat-Hand. My duties included assisting members of the public in and out of rental boats and helped members of staff with children's parties and public activities. I then got a quick promotion to Head Supervisor of the Boating Lake and stayed there for 4 years.