Richard Atkinson I IT Engineer

Contact me on Linkedin

Professional Summary

I am an experienced IT professional, with over 7 years of experience with a proven track record of excellent customer service, while offering technical support to a wide range of clients at all levels. I was nominated for "Employee of the Year" in 2019 and was ranked in the top 3 out of over 5000 employees.

Experience

Desktop Support Technician – Tesla, Inc
March 2022 - Present, London
Outline
Providing 2nd and 3rd line support to Tesla employees across EMEA.

Key Responsibilities

- Providing 2nd and 3rd line support to employees across the EMEA market.
- Traveling across EMEA to support physical locations.
- Enforce strict security compliance across the company to prevent security breaches.
- Supporting a large infrastructure of sites across EMEA, with minimal downtime.
- Manage and maintain IT stock levels for the UK market.
- Azure active directory management.
- Provisioning hardware for new employees joining the UK operations.
- Supporting bespoke company software relating to the car industry.

IT Engineer - East Surrey Hospital
February 2018 - Present, Redhill
Outline
Reporting to the desktop manager, providing 1st & 2nd line support for over 5000 hospital staff, dealing with walk-ins and managing calls logged via the service desk through to resolution.

Key Responsibilities
- Received IT tickets from users across multiple hospital sites ranging from hardware, software and network incidents.
- Learned to support difficult users in time critical incidents across the hospital in a calm and reassuring manner.
- Managed all new starters and leavers through the processes to ensure information governance procedures are met.
- Provided face to face priority IT support for executive users across the hospital.
- Led & supported key IT projects (VPN's, Office 365, hardware refresh, ricoh printers and digital AV meeting rooms)
- Created & maintained IT friendly user documentation.
- Supported a vast amount of network label printers including creating printer queues, setting Static IP addresses and ensuring 24/7 uptime.
- Keep users informed on incident progress, updating the status throughout the progress.

IT Engineer (Work Experience) - Adaptavist
July 2017 - August 2017, Islington
Outline
Reporting to the IT manager, assisting with an office relocation and writing software procedures.

Key Responsibilities
- Helping relocate offices.
- Write new IT procedures.
- Learned how SaaS works and delivers its services.

Director - Element PC
April 2014 - January 2016, New Malden
Outline
Managing and operating at all levels of the limited company to promote the company while offering excellent service.

Key Responsibilities
- Creating relationships and partnerships with major manufacturers.
- Create, manage and support an online ecommerce store.
- Built custom spec computers for a wide range of scenarios and customers.
- Managing the finance and marketing for the company.
- Attended expos and consumer trade/gaming shows to promote the company to its target demographic.

IT Engineer - Philip Ross Solicitors

September 2013 - March 2014, New Malden
Outline
Reporting to the IT manager, assisting with an office relocation and writing software procedures.

Skills

- 1st/2nd line support
- Configuring software/equipment
- Windows 10/Mac
- Cloud support
- Active Directory management
- Microsoft Office
- Network Support (DHCP,DNS,Patching)

- CompTIA A+ Certified
- AWS Architect Associate Certified
- AV conferencing support
- Zoom/Teams Support
- VPN management & Support
- User on/off boarding

Education, Qualifications & Training

Cisco CCNA / Studying
August 2021

Amazon Web Services / Associate Architect
August 2022 - Croydon

CompTIA / A+
October 2017, Hounslow

Rutlish School / GCSEs
Math's, Science, English, Religious Studies, Design & Technology, Electronics and Sports
September 2005 - June 2010, Merton