

Antonio Andrade

Looking for permanent / contract work, short or long term as a Local Deskside Customer Support.

W: <http://www.worky.com/antonio-andrade>

1.5 Years with CTG Netherlands (Contracting for IBM Netherlands).
12 Years with IBM Ireland.

3.5 Years in 1st level Helpdesk Technical Support
2 Years 2nd level Technical Support.
3 Years in IBM Server Team.
5 Years Field Service Engineer.

I am passionate about IT, hardware and software troubleshooting, and customer facing problem solving.

I have over the year learned about connectivity and networking, and can troubleshoot most problems from Router's to Switches, and cabling, and PC's network, both LAN and WIFI.

I excel when working as part of a good team, where ideas can be bounced off each other. Sometimes only one person is needed for an issue and also work well on my own.

Being flexible in work and attitude are just a two of the many attributes needed to be in the IT customer facing roles.

Antonio Andrade's Professional Experience

2012 - 2012 **HiberniaEvros Technology Group - IT Support**

Contracted for seven days urgent IT support cover.

Duties included:

Working from IT Helpdesk, both managing and monitoring the call logging system.

LAN, WLAN, WIFI, troubleshooting and fix

Winds Server 2003

Domain Controller and Active Directory

Creating and updating ID for the Domain Controller in Active Directory

MS Outlook e-mail integration with MS Office support

Ports and Switches (CISCO and 3COM) CAT5 patching, IP phones and desktop network

Troubleshooting and patching to new Ports

Daily backup tape changes and restores

Internet and Intranet support via Active directory including troubleshooting

BYOD Support and setup

Dual monitor setups for Dell and HP desktops, including hardware parts lookup

Memory upgrades and Hardware part number lookup

Key Skills Active Directory, call logging, Cisco , internet, IT Helpdesk, IT support, MS Office, Outlook

2007 - 2012 **IBM Ireland - Customer Field Engineer (ECD Team)**

Work with X Series hardware and firmware upgrades.

Lenovo laptops and desktop software/hardware Break/Fix, both internal and external from our workshop, and customer site locations.

Retail support including numerous national and multinational companies throughout Ireland, from cash tills to controller support.

Some Cisco router and networking experience, including switch cabling between floor's, I love to troubleshoot network issues.

Key Skills Cisco , Firmware, Networking, retail

2000 - 2012 **IBM Ireland - IT Deskside support**

26 Feb 2013 / 28 Feb 2013: ITB course in Work Analysis Programme, very educational, both in career and education.

2005 - 2007 **IBM - Helpdesk Customer internal / external Support.**

3 Month contract for IT Support in NTL Waterford Depot.

1.5 Years IT support for numerous external national and multinational companies at multiple sites including Dublin, Waterford and Cork in Ireland.

This included Laptops, desktops, Printers, Network and a dn comms rooms.

Key Skills IT support

2004 - 2005 **IBM - IBM Ireland SSO Team.**

Server Team Active Directory Administrator for the IBM IRL LAN

also Team Member in Project to remove from Domain to workgroup.

Member of a two man team to patch and monitor about 12 X Series Servers for various roles within IBM including some IBM Lotus production Servers.

Involved of building new of servers for diferent IBM sites, both software and hardware.

Key Skills Administrator, IBM

2002 - 2004 **IBM - 2nd Level Siebel CRM Customer and Database Helpdesk Support**

2 weeks Siebel CRM Database course in Staines England.

Supporting customer in day to day issues and escalation and testing and escalating technical problems with database back to USA.

Supporting both IBM users and Partners of the Siebel CRM Database.

IBM Siebel CRM Second level Support

Escalating production issues to USA

Resolving customer issues in IBM EMEA.

Key Skills CRM, EMEA, IBM, technical problems

2000 - 2002 **IBM - Internal Helpdesk Agent IBM**

Offered a permanent contract with IBM to relocate to Ireland.

Helpdesk Agent Customer Support for IBM Mainz Germany.

Escalating issues between Mainz and USA on Techinal Production Issues including outages.

Crit Sit PA for IBM EMEA.

Escation Focal point for the whole of IBM EMEA.

Key Skills customer support, EMEA, IBM

1999 - 2000 **CTG Netherlands - Help Desk Agent for IBM Mainz Production**

Contracted by CTG Netherlands in Zotermeer Holland for the Emea IBM Help Desk.

Provided support for IBM Mainz production and local users.

Provided support for Winds NT workstations, and also production outages, escalating to USA, reporting problems back to the USA side of the business.

Promoted to Team leader after mine months for a team of 10 to 12 people on a 24x7 rota.

Key Skills EMEA, IBM, team leader

1997 - 1999 **Sluffs - Bar Manager**

Stock, People manager, Customer assistance.

Antonio Andrade's Education and Qualifications

Second Level -

Antonio Andrade's Additional Information

Links

Linkedin Profile - <http://www.linkedin.com/pub/antonio-andrade/50/208/718>
