PERSONAL DETAILS

Name:	**Anthony Contractor**
Address:	55 Smith Street, Baulkham Hills, NSW 2153
Phone / Mobile:	02 8916 6666 / 0414 123456
Email:	acontractor@iinet.net.au
Rate / Availability:	Seeking $55 p/hr, available now

SUMMARY

- Extensive computer systems & applications knowledge.
- Excellent oral & written communication skills.
- Reporting & auditing experience.
- Extensive experience in dealing with sensitive information.
- Analytical thinking & problem solving.
- Extensive knowledge of Microsoft workstation & Server Operating Systems.
- Extensive knowledge of Microsoft Office suites.
- Extensive knowledge of Citrix Metaframe & Presentation Server Technologies.
- Good time management & organizational skills.
- Ability to work independently and within a team.

EDUCATION & QUALIFICATIONS

2001   Graduate Certificate of Management (Technology Management)
        Deakin University

1999   Bachelor of Science (Computing Science and Information Systems)
        Macquarie University

SKILLS MATRIX

Skills / Product Knowledge	Last Used	Years Exp
Active Directory 2003 (General Admin & Building server)	2008	4
Citrix MetaFrame (General Admin & monitoring servers)	2007	4
Exchange 2003 (General Admin & Building servers)	2008	4
Win 2003/Win 2000 & Win NT Server (General Admin)	2008	6
XP Workstation/Windows 2000 & NT4	2008	7
MS Office Professional 2007/2003/XP/97 & 95	2007	9
Symantec Endpoint Protection 11	2008	8
Symantec Ghost Imaging (Imaging PC & Servers)	2007	9
Remedy Helpdesk (Logging calls)	2007	3
Heat 8.35 (Logging calls)	2006	1
Service Centre (Logging calls)	2006	1
HP Dataprotector (Backup software)	2007	3
Veritas Backup Exec (loading tapes & verifying)	2007	4

WORK EXPERIENCE

Company: **Smiths Industries Pty Ltd, Sydney**
Period: June 2007 – Present
Position: Network Support Engineer

Co-ordination of the Network & IT Help-Desk to resolve internal user's issues for APAC region. (100 users)

- Processing & prioritizing incoming helpdesk calls in a timely manner.
- Working as primary Helpdesk support person.
- Support of the Server & Desktop environment via phone & remote desktop technologies.
- (100 users/12 Servers/2 Sites) providing 1st, 2nd & 3rd level support to Network infrastructure, Servers, User's desktops, laptops & PDA's including the following:
- Terminal Services, Win 2003 & Unix Servers, SAP Servers, XP Workstations, MSOffice 2003, Exchange 2003 & Informix.
- Moves, Adds, Changes of user accounts, service accounts, security groups & share within Active Directory 2003, setup & editing logon scripts & mailbox within Exchange 2003 .
- Moves, Adds, Changes of PABX Phone Systems for Voicemail & Phone Extensions including.
- Supporting Telephone infrastructure in addition to patching Data & Fax lines.
- My Role also is to perform most of the Systems Admin & Network Admin role within the organization to resolve connection & server issues.
- Supporting, configuring & arranging all maintenance of Network, Server, Desktop & Printer infrastructure including acquiring preparing quotes & hardware requisitions.
- Maintaining an S.O.E via Symantec's Ghost & BartPE.

Company: **David Jones, Sydney**
Period: December 2006 – May 2007
Position: Systems / Desktop Engineer

- Processing incoming desktop calls in a timely manner via onsite & remote tools.
- Support of the multiple client's Desktop & Server infrastructure (1800 users /30 Servers)
- Providing 1st & 2nd level support to server infrastructure, users desktops & laptops including:
- Co-ordinating all maintenance of Printer infrastructure.
- Co-ordinating repair & replacement of Server, PC & Laptop equipment.
- Supporting in-house applications liaising with Applications & LAN teams to resolve issues.
- Following up on call status & keeping the client informed.
- On-site support at Integral Energy & Pure Logistics.

Company: **Vodafone, Chatswood**
Period: November 2005 – November 2006
Position: Helpdesk Officer

- Processing incoming helpdesk calls in a timely manner by phone & remote tools.
- Supporting via remote using VNC.
- Support of the Desktop & Server infrastructure, providing 1st & 2nd level support to server infrastructure, users desktops & laptops.
- Supporting & arranging all maintenance of printer infrastructure.
- Coordinating repair & replacement of PC & laptop equipment.

Company: **Pacific Internet, Sydney**
Period: June 2000 – October 2005
Position: Helpdesk Support Coordinator

Co-ordination of the IT Help-Desk to resolve internal users issues. (1000 users)

- Processing & prioritizing incoming helpdesk calls in a timely manner.
- Working as primary Helpdesk support person in a team of 4 Technicians.
- Support of the Desktop environment via phone & remote desktop technologies.
- (1000 users/55 Servers/50 Sites) providing 1st & 2nd level support to user's desktops, laptops & PDA's including the following:
- Citrix, Win 2000 & XP, MSOffice 2003 & Exchange 2003.
- Moves, Adds, Changes of user accounts, service accounts, security groups & share within Active Directory 2003.
- Moves, Adds, Changes of Cisco Phone Systems for Voicemail & Phone Extensions.
- Supporting Cisco VoIP Telephone infrastructure via Cisco Call Manager & Cisco Unity Messaging server in addition to patching Data & Fax lines.
- Co-ordination with Systems Admin & Network Admin to resolve connection & server issues.
- Supporting, configuring & arranging all maintenance of Printer infrastructure.
- Coordinating repair & replacement of Desktop equipment.
- Maintaining an S.O.E via Symantec's Ghost & BartPE.
- Actively monitoring LAN & WAN links using ipmonitor & escalating to Uecomm & Optus.