**James Holloway**

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**Personal Profile**

I’m a reliable, flexible and dedicated individual currently working with Admiral Group as an EUC Engineer as part of the Modern Workplace tribe. I have been here for just over four years and my main roles include, Ivanti EPM management, Active Directory and Group Policy administration, Software packaging and deployment, along with being an escalation point for the Service Desk teams and collaborating with other teams within the Modern Workplace tribe. My colleagues would describe me as passionate, meticulous and hardworking.

**Career Summary**

**Admiral Group - EUC Delivery Engineer**

April 2019 - Present

Ivanti EPM:

* Management and maintenance of Ivanti EPM and its preferred servers
* Software packaging in Ivanti (Batch scripts & Powershell scripts)
* Mass software deployments to around 9000 end user devices
* Creation and amendment of device build templates and scripts
* Creation of reports and queries from Ivanti EPM
* Patching windows 10 and Windows server
* Mass reimaging and shipping of end user devices during COVID

Active Directory & Group Policy:

* Creation and modification of Users, Groups & OU's
* Creation and modification of Applocker rules
* Managing approved addins for Chromium based browsers
* Managing approved addins for Microsoft Office apps

Windows 10:

* Extensive knowledge and ability to troubleshoot Windows 10
* Managing Windows service pack upgrade projects
* 0 day vulnerability patching (deployed via Ivanti)

BeyondTrust EPM:

* Creation of rules based on team/department, ensuring maximum security by granting permissions as specific as possible
* Use of both MMC and web-based versions of BeyondTrust EPM

Nerdio & Citrix:

* Creation of virtual machines within Citrix Director
* Creation of AVD machines within Nerdio
* Troubleshooting Citrix and Nerdio based virtual machines

Other technologies:

* Dell Command Update
* Dell Support Assist
* vSphere

General:

* Ensuring all documentation is up to date
* Adhering to all relevant processes

**Circle IT - Service Desk Analyst**

October 2016 – April 2019

* Supporting staff and students with issues and requests by phone, email and in person along with managing service requests in Autotask
* Account creations in Active Directory and Office 365
* Shoretel phone system management and incident resolution
* Creation, testing and deployment of Windows 10 images
* Packaging, testing and deploying the latest versions of all software used on Windows devices from SCCM
* Printer maintenance and administration of print management software, Papercut
* NetVault backup checks

**McDonalds**

March 2016 to November 2016

* Assisted with the kitchen area
* Ensuring cleanliness standards were met and exceeded
* Managing Drive-Thru and PoS stations
* Providing excellent customer service
* Proactively completing all available training modules

**EDUCATION**

**Cardiff and Vale College 2014 – 2016**

* Level 3 90 credit diploma in IT
* Level 3 Extended diploma in IT (Networks and Systems Support)

**Radyr Comprehensive School 2009 - 2014**

* 8 GCSES including Maths and English Grades A to C

**ACHIEVEMENTS**

Exceptional IT Skills proven whilst entering World Skills competition in 2015 and 2016.

Achieved Bronze in the Wales finals and Silver in the UK heats. Achieved Silver in the Wales regional heats for Advanced Network Systems Administrator in 2016.

**LEISURE INTERESTS**

I enjoy socialising with friends, supporting Welsh Rugby, listening to music and attending concerts.