

GLEN GROUT

A: Guisborough – email for further information

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EDUCATION

2:2 BSc Computer Science

University of Teesside
2001 – 2005

4 A Level Passes & 1 AS level

Prior Pursglove College
1999 - 2001

9 GCSE's A* to C

Laurence Jackson School
1995 – 1999

Certification RM

Certified Network Technician
Warranty Hardware Training
SeeTec CCTV Training
2010

EXPERIENCE

Research Machines, Customer Support Engineer, September '10 - present

Providing IT technical support for managed service schools in the Middlesbrough area as a part of the Building Schools for the Future contract working to strict SLA deadlines.

Ormesby Comprehensive School, IT Technician, September '05 - September '10

Provided onsite technical support for all staff and student members, operating within a small department, I was responsible for the resolution of all IT and new media related issues.

Responsibilities

- The maintenance and provision of a hard wired and Wireless LAN, including Hubs, switches, access points etc.
- The maintenance provision and installation of all hardware & software on site.
- Administration of Windows Server 2003, proxy server, and backups.
- School Website Design, Maintenance and updating.
- Teaching basic IT skills to support staff
- Teaching Photoshop to students in year 11 & helped run a Cisco hardware course for students

Ormesby Comprehensive School, IT Curriculum Assistant, November '04 – July '05

Requested to create a fully functioning School Intranet, liaising with members of staff and the Curriculum leader to ensure information was clearly represented on the Intranet.

BT Exact, Ipswich, Integration Engineer, July '03 – July '04

The department undertook the Integration and 'End-to-End' testing activities of a Carrier Scale OSS (Operating Support System) used to market BT Wholesale's Broadband DSL services within the United Kingdom.

Day to day work involved testing BT's DSL provisioning system to a specification, model (OSS) configuration and test data maintenance. A proactive approach was required at all times to deal with the various problems found during testing.

Another key responsibility for me was to support the CAT (Customer Acceptance Testing) team at BT Wholesale in Coventry when Broadband releases went live.

I also run a *freelance* business in my spare time, GGGDesign.com.

SKILLS

Skills & Knowledge

Active Directory
2003 & 2007 server
LANs
WANs
Ethernet
System Documentation
User Support
Testing & Troubleshooting

Software:

Microsoft Office Suite
Adobe Suite
Lotus Notes
SIMS
Interactive Board Software
SMART & Promethean
Mitel
OneLAN

Languages:

DOS Batch files
CSS
XHTML
Basic PHP

And when I'm not doing the above, I enjoy hiking, mountain biking, graphic design, playing football and travelling wherever I can afford to!