Benjamin Lloyd
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Career Profile	A computer industry professional with a wealth of experience gained from many fields including team and project management, support, development and documentation looking to capitalise on excellent communication skills and all-round computing abilities.

Key Skills	• Excellent interpersonal and communication skills. • Proven team leadership and decision making skills including budget management. • Extensive experience in designing, developing, supporting, documenting and troubleshooting Microsoft-based networks. • Experience of internet system development using industry standard technologies.

Experience

September 2008 – Present

IT Consultant – Essex – **Junari Ltd**

Provision of CRM software support to third party clients. Auditing and documentation of clients' networks. Development of external and internal computer systems.

- Telephone and remote support provision to major blue chip users of Sage CRM software.
- Creation and maintenance of company website including search engine optimisation, web promotion and link campaigns. Production and publication of corporate press releases and blog entries.
- Analysis and reporting of third party business processes and technology with suggested action plans and references to relevant legislation.
- Server design and installations with associated support services for external clients.

August 2006 - May 2008

ICT Systems & Development Manager - Essex - **Southend High School for Girls**

Provision of second and third line support, development and purchasing for approximately 1200 users in all aspects of ICT throughout the school campus. Management of four man support team.

- Extension and development of the schools thin client infrastructure into 3 IT suites and beyond using Windows Terminal Services and Citrix Metaframe.
- Network upgrade to Server 2003, Windows XP and MS Office 2003.
- Project management for school developments including liaison with suppliers and contractors.

March 2005 – August 2006

Network Manager - Laindon, Essex - **The James Hornsby High School**

Management, expansion and development of technical support provisions for 1000 staff and student users of the schools vanilla Windows 200/2003 admin and RM Community Connect 3 curriculum networks and associated systems.

- Implementation of school intranet using Microsoft Sharepoint Portal Server.
- Development of a monitoring system to manage and reduce printing costs on a per-user basis using.
- Upgrade of legacy RM CC2.4 network to CC3/Windows XP.
- Creation, management and training of a three person support team to provide assistance to end users in accordance with the BECTA FITS framework.
- Costs savings of approximately £17,000 through better utilisation of school resources, skills and purchasing methods for tax year 2005-2006.
- Provision of classroom-based training on the school systems to teaching staff and other end users.
- Rollout of Exchange 2000/Outlook 2003 email system to staff end users.

September 2003 – March 2005

ICT/Web Support Technician – Colchester, Essex – **The Philip Morant School**

Provision of support to 1200+ staff and students as part of a five man team. Routine maintenance, support and administration of servers, desktops, email, web systems and wireless network.

- Design and implementation of a wireless helpdesk call logging system for use within the IT Team thereby increasing efficiency of and communication between the team.
- Construction of an asset database to allow up-to-the-minute tracking of computer hardware and to allow identification of potential faults.
- Assumed personal responsibility for the upkeep and maintenance of approximately 25% of ICT resources.
- Active participation in planning for future expansion of the school's network and ICT resources.

September 2002 – September 2003	**HelpDesk Analyst -** Witham, Essex - **Selven Group plc**

September
2002
–
September
2003

HelpDesk Analyst - Witham, Essex - **Selven Group plc**
Provision of telephone support to users of Selven's TeamSpirit integrated human resources and payroll software.
- Successful attainment of both individual and team targets on a regular and consistent basis.
- Development of an intranet-based call logging system utilising existing helpdesk database and associated fault-resolution system to streamline helpdesk operations.

January 2001
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September
2002

Trainee Programmer - Heybridge Basin, Essex - **Qube Technology Ltd**
Programming internet systems and websites for third party clients
- Design, coding and maintenance of company website and intranet.
- Provision of support & training for external clients in software installation & use.

November
2000
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January 2001

User Documentation Author (Contract) **-** Bradwell, Essex - **BNFL plc**
Documentation of accountability database for system administrators & end-users.
- Provision of printed and on-line documentation and tutorials for database users.
- Provision of telephone and face-to-face support and training for end-users at each of BNFL's UK sites.

May 1999
-
November
2000

PC Support Analyst - Brentwood, Essex - **European Financial Data Services Ltd**
Provision of second-line support in PC hardware, software, networking and telecoms as part of a six-person team.
- Consistently met or exceeded department targets regarding call response & closure times.

February 1999
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May 1999

PC Technician - Witham, Essex - **RD Computers Ltd**
Computer hardware maintenance & repair in a team of five.
- Consistently exceeded personal & team processing targets on a weekly and monthly basis.

September
1996 –
February 1999

PC Support Analyst - Weybridge, Surrey - **Databorough Ltd**
Provision of support to in-house users in all aspects of IBM compatible PCs and networking.
Construction of the company's first website.

Education & Training

- Essex Advisory and Inspection Service introductory training for schools support staff.
- Introduction to XML - Learndirect certificate.
- 3 x A-Levels grades A-E.
- 10 x GCSEs grades A-C.
- Brainbench.com certificates:

Technical Skills Summary

Hardware	Software / OS	Programming
Generic PC skills	Windows 2008, 7, 2003, Vista, XP, SBS	XML, HTML, XHTML, CSS
Generic Server skills	Microsoft Exchange 2007, 2003	VBScript / ASP
Generic Laptop skills	Microsoft SQL Server 2005, 2000	
Windows networking	Microsoft ISA Server 2006, 2004, 2000	
Assorted cabling skills (including fibre optics)	Microsoft SharePoint Server 2007	
Compaq/HP iPaq	Ubuntu Server	
Palm OS PDAs	Microsoft Office 2007, 2003, XP, 2000	
Securus Server	Capita SIMS.Net MIS / FMS	
Sirrus CCTV	Mac OS X	
NEC Aspire Telephony	Macromedia Dreamweaver	
	Sage CRM	
	Frontrange Goldmine PE 5.5 – 8.5	
	Joomla Content Management System	