

Jonathan (Jon) Tucker MCSE

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- **An experienced IT specialist** with a proven track record of success the support and maintenance of Information Technology with a strong focus on user satisfaction. Responsible for internal systems, for all companies I have worked for.
- Offers a broad and deep understanding of IT technologies. - Applying my knowledge as a System Analyst, Programmer/Development, Network and Server to Desktops
- Results orientated & quality-focused with excellent team and user management skills. Having run world-wide operations, whilst travelling myself.

Jan 2006 to date FREEELANCE SUPPORT CONSULTANT

1ST Line Support

Computer and IT Support, using proven methods of remote support and a trained team on the ground have reduce the support calls and time involved to a minimum.

Managing systems ranging from Windows 2003 server, MS SQL/MySQL Server, Linux Mandriva Servers and Apple Servers for Nettleship Sawyer, House and Sons, Release Travel, Flooring Direct, The Kube, MyHome, Baker Davies and Beacon House Wealth Management and many more. Web development for Weddingphotographer, Seaview Holiday Lets, The Grove Tavern, The Entertainment Biz, Shoreline Bed and Breakfast and Derwent Guest House

May 2003 to Jan 2006: INFORMATION TECHNOLOGIST

Wessex Business Computers

Sales, Installations and Maintenance Support Contracts, including PABX

Web Management Control/Support

Contract work, project work, programming, web design

Database design and implementation, MSAccess, MSSQL Server, MySql, php, Java

Design IT infrastructure for several clients, involving WLAN, Bluetooth, GRPS

Implementation of Linux servers in replacement of Microsoft Servers

Business partner to Microsoft, Cisco, Linksys, Oki, Sony, VMware, Veritas, and Mandriva

February 2005 to May 2005: SIEMENS VOSA INSTALLER

Siemens – Reed Contract

Installation of VOSA Computerized MOT system – with my involvement, kept the installation roll-out on time

February 2005 to February 2005: IBM INSTALLER

IBM – Reed Contract

Installation of IBM EPOS equipment in Ringwood Safeways

June 2002 to March 2003: SENIOR TECHNICAL SUPPORT SPECIALIST

Business Technology Partners Limited

Responsible for all aspects of technical and operational support of multi-user IT

Appointed to define and implement programmes for IT infrastructure improvement

Successfully translated business requirements into robust IT architecture solutions

Liaised closely with the business managers & users to define service levels required

Maintained a hands-on approach, providing leadership and guidance to the team

Responsible for the team recruitment, training, appraisals and career development

Managed project planning, implementation, development and resource deployment

July 1996 to May 2002: SENIOR TECHNICAL CONSULTANT

Red International (UK) Ltd

- Responsible for providing technical consultancy support, advice and guidance
- Appointed to deliver technical services to a range of international client accounts
- Worked closely with clients to identify needs and recommend technical solutions
- Evaluated new technology to identify opportunities for beneficial use by clients
- Successfully delivered many installations, contributing to organisational success

August 1996 to May 1997: COMPUTER ENGINEER / LOTUS NOTES CONSULTANT

Silversands Computers

- Responsible for providing timely & high quality technical support services
- Appointed to manage administration of the Lotus Notes Server
- Involvement in various key projects from initiation to successful completion
- Assisted with Exchange & SQL installation, development & maintenance
- Conducted internal systems set-up, faultfinding, analysis & repair activities
- Ensured all systems remained functional to support day-to-day activities
- Working in a banking environment

EARLY CAREER INCLUDES:

- Senior Notes Developer – Bistech Ltd
- Support Consultant – 1st Line Support (Partner)
- Network Co-ordinator – Link House Publications

TRAINING & QUALIFICATIONS:

- HND in Business & Finance
- SNC & HNC in Computer Data Processing
- Various in-house & external training programmes
- MCSE NT4
- MCP 2000
- Database Programming – advanced SQL
- Supporting PC Seminar

TECHNICAL SKILLS SUMMARY:

- Operating Systems: Windows All versions, Pocket PC, PDA, UNIX and LINUX
- Networks: Novell 2.1x – 5, Windows 286/386, Windows 3/3.1, NT, 95, 98, 2000, XP, Vista, 7, 8, UNIX, TCP/IP, IPX, Ethernet, Token Ring, FDDI, VPN, Firewalls, Wireless Connectivity, Manageable Hubs & Routers, Cisco, ISDN Connectivity, ADSL, Telephony, VPN, IP Telephony
- Hardware: Broad range of desktop and server manufacturers, handhelds
- Other Areas of Expertise: MS Exchange, MS IIS, MS Office, SQL, Sybase, Lotus Products including Notes 3-8 & Domino (both Administration and Development), Citrix, Sage, Terra, Coral, Printers, Modems, Digital Cameras, Scanner Connectivity, Laptops, Bluetooth, WLAN, AppleMac & various other standard & bespoke software applications