GARY WRIGHT

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Professional Summary

I have worked within IT and Application Support for over 25 years, working for companies such as Giro-bank, Alliance & Leicester, Unisys, NHS & IPSL. Currently working as an IT Contractor and recently employed by companies such as Curtins Consulting Limited, HCRG Care Group, Amey, Network Rail & Princes Foods Group. I consider myself hardworking, enthusiastic, and trustworthy. Also, I'm experienced in working to ITIL principles, time scales, targets (KPIs), OLAs & SLAs either individually or as part of a team.

Employment History

Curtins Consulting Limited, 51-55 Tithebarn Street, Liverpool, L2 2SB.

October 2025 to November 2025. Worked as an IT Service Desk Analyst (via Hays Technology Recruitment) supporting 400+ end users across various Engineering specialisms and sectors. Building a Better Future | Curtins

Job Role, Expectations and Duties:

- Providing advice and assistance to customers (users) based around the UK and Ireland.
- FPoC for all incidents and requests via 3CX call system, email & company portal.
- Ensuring detailed and accurate information was captured within the GLPi call logging system.
- Prioritising and categorising incidents in line with existing company processes.
- Good communication with customers i.e. regular updates regarding their incidents/requests.
- Excellent Troubleshooting skills and diagnostics capabilities.
- Identifying incident trends and identifying any potential high impact issues.
- Excellent organisational skills and an ability to multitask and prioritise.
- Excellent working knowledge of Microsoft Windows 10/11 and Office Suite (M365) e.g. OneDrive, Share-point, Outlook, Word, Excel, PowerPoint, Teams, etc...
- Managing Windows User accounts using Active Directory & Microsoft Azure AD (ENTRA).
- Managing users/shared mailboxes & resources using MS Exchange.
- Using remote assistance tools e.g., RDP, MS Teams and TeamViewer.
- Based onsite providing walk-up and deskside support.
- Imaging devices via Windows Deployment Services, decommissioning old hardware; and maintaining accurate asset tracking (within Active Directory & PDQ Inventory).
- Deploying & managing requested software and updates via PDQ Deploy & Inventory.
- Supporting various Applications, Packages & Platforms e.g., Bluebeam, Trimble, Vantage Point, Adobe, Loop and Autodesk (Revit, Civil 3D, AutoCAD).
- Security & Virus Events e.g. Barracuda (Report Email), Panda Endpoint & Defence.
- Installing and configuring VPN (FortiClient) for secure/off-site connectivity.
- Supporting Follow-You Printing via Xerox Workplace Cloud Client.
- Supporting hardware including PC, Mobile, printer setup & configuration.
- An understanding of basic networking principles.
- ITIL foundation principles and best practises.

Employment History Continued

HCRG Care Group Ltd, Progressive House, The Heath Business & Technical Park, Heath Road, Runcorn, WA7 4QX

May 2025 to August 2025. Worked as an IT Service Desk Analyst (via Tech-Source Recruitment) supporting 7000 end users across numerous and various healthcare (NHS) sectors. About Us - HCRG Care Group - Community Health and Care Services

Job Role, Expectations and Duties:

- Delivering high levels of support and customer satisfaction ensuring SLAs are met.
- Providing advice and assistance to customers, partners, and suppliers.
- The Primary Point of Contact for all incidents via Redcentric (& WebEx) call system, ServiceNow, email and the Company Portal (Quest).
- Ensuring detailed and accurate information was captured within the ServiceNow call system.
- Excellent Troubleshooting skills and diagnostics capabilities.
- Ensuring incidents/requests are assigned to the correct technical groups.
- Prioritising and categorising incidents in line with existing company processes.
- Assisting in the handling and management of Major Incidents and outages.
- Identifying incident trends and identifying any potential high impact issues.
- ITIL foundation principles and best practises.
- Excellent organisational skills and an ability to multitask and prioritise.
- Using remote assistance tools e.g., RDP, Teams and (EndPointCentral) Manage Engine (ME).
- Managing Windows User accounts using Active Directory (AD Manager Plus within ME).
- Supporting HCRG Follow-You Printing via Xerox Workplace Cloud Client.
- Managing Office 365 User accounts using Microsoft Azure AD (ENTRA).
- Managing NHS Accounts via Portal.NHS.Net (admin) i.e. Email, Passwords, MFA, etc…
- Supporting HR Applications & Platforms e.g., iTrent, Loop & Assure Expenses.
- Supporting Windows 10 & 11 environments.
- A good working knowledge of the Microsoft Office Suite (O365) e.g. OneDrive, Outlook, etc...
- Security & Virus Events e.g. Windows Defender and Sentinel One.
- An understanding of basic networking principles (TCP/IP, DNS, WINS, DHCP).
- Supporting numerous NHS Applications/Platforms e.g., System One, EMIS & Hybrid Mail.

Employment History Continued

Amey Group Services Limited, The Match-works, Unit 2-6, 142 Speke Rd, Garston, Liverpool, L19 2PH.

February 2021 to January 2022. Worked as an IT Contractor (via Hays Technology Recruitment) supporting 20,000 end users across numerous and various business sectors.

Originally contracted for 3 months to assist with applying security updates (sheep-dipping) after a major cyber-attack back in December 2020. This included configuring VPNs (Forti-client) and updating devices using MS SCCM & Intune (MEM) to full compliancy.

Once this project was successfully completed, my contract was extended to assist in reducing the backlog of 1st and 2nd line calls within the various ASM queues.

September 2024 to March 2025. Worked as an IT Service Desk Analyst (via Hays Technology Recruitment) supporting between 11,000+ end users across numerous and various business sectors. About Amey

Job Role, Expectations and Duties:

- Providing outstanding customer service and maintaining strong first-time fix rates.
- Providing advice and assistance to customers, partners, and suppliers.
- The Primary Point of Contact for all incidents and requests via Amazon Connect call system, email & the Company Portal (Triage).
- Ensuring detailed and accurate information was captured at the first point of contact within the ASM (Alemba Service Manager) call system. Previously called V-Fire.
- Excellent Troubleshooting skills and diagnostics capabilities.
- Ensuring incidents/requests are assigned to the correct technical groups.
- Prioritising and categorising incidents in line with existing company processes.
- Assisting in the handling and management of Major Incidents and outages.
- Identifying incident trends and identifying any potential high impact issues.
- ITIL foundation principles and best practises.
- Excellent organisational skills and an ability to multitask and prioritise.
- Supporting hardware including PC, Mobile, printer setup & configuration.
- Using remote assistance tools e.g., RDP, MS Teams and LogMeIn.
- Managing Windows User accounts using Active Directory.
- Managing Office 365 User accounts using Microsoft Azure AD (ENTRA).
- Managing SAP Systems User accounts e.g. ERP ECC6, CPM & FIORI Timesheets.
- Installing and configuring VPN (FortiClient) for secure/off-site connectivity.
- Supporting Windows 10 & 11 environments.
- Excellent working knowledge of the MS Office Suite (O365) e.g. OneDrive, Outlook, etc...
- Security Events e.g. Windows Defender, Isolating devices, Revoke Sign-ins & MFA sessions.
- An understanding of basic networking principles (TCP/IP, DNS, DHCP).
- Supporting numerous Applications/Packages/Platforms e.g., SAP, Citrix Receiver Autodesk/AutoCAD, Bentley MicroStation & ProjectWise.
- Adherence to Amey PLC Internal IT Controls.

Employment History Continued

Princes Foods Group, The Royal Liver Building, Pier Head, Liverpool L3 1NX.

July to November 2022, April to September 2023 & July 2024. Working as a Business Systems Support Analyst. (contracted via Hays Technology) supporting 7000 employees within offices and production sites in the UK, Netherlands, Italy, Poland, France, and Mauritius. [Who are princes - Princes Group plc](#)

- 1st and 2nd line support & responsibility for the timely resolution of IT issues.
- Thoroughly Investigating problems and escalating if/when appropriate.
- Support and administration of Active Directory, Azure AD (Entra), Intune (MEM) & Exchange.
- Support and administration of Remote Access solutions.
- Support and administration of email & web filtering solutions using Mimecast and Proofpoint.
- Support of the Thin Client (VDI) environment.
- Windows 10/11 and Server 2008, 2012 & 2016.
- Microsoft Office 2010 & Office 365.
- Using support & connection tools e.g., Quick Assist, UMS, VNC and RDP.
- Based onsite providing walk-up and deskside support.
- VMWare System Platform knowledge. Using VMware Horizon & Apps Volume Manager.
- Laptops, PCs, Mobile Devices, Software support, builds, upgrades & installations.
- Alcatel\Lucent IP Telephony and MS Teams Call Systems.
- SAP Application & Interface knowledge.
- Troubleshooting & setting up printers using 'Find (Follow) Me' Printing via Papercut. .
- The effective management of all user-based IT equipment.
- Ensured user requests were dealt with to agreed and communicated time scales.
- Adherence to the Incident Management policy i.e., monitoring of incoming support requests, accurate call logging (Hornbill System) and timely closure of calls, ensuring end users are kept fully informed of progress.
- Management of facilities for starters and leavers.
- Co-ordinate activities with the support functions and key users at other Princes sites.
- Accurately perform the daily, weekly, and monthly key system checks.
- Daily monitoring of various systems via PRTG with issues highlighted to the relevant teams.
- Ensure documentation is kept up to date to enable support of systems by team members.
- Internet and basic network principles
- Adherence to Princes Internal IT Controls.
- ITIL foundation principles and best practises.

Employment History Continued

Network Rail, Square One, 4 Travis Street, Manchester, M1 2NY.

November 2023 to June 2024. Working as an IT Service Desk Analyst (Contracted via Hays Technology Recruitment**)** supporting over 40,000 employees within various locations in the UK. Who we are - Network Rail

Job Role, Expectations and Duties:

- Provided Service Desk support to users of IT systems, acting as a single point of contact for the logging of incidents and requests via STORM DTA & SERVICE NOW.
- Achieved a high level of resolution at first point of contact to minimise disruption.
- Achieved above all KPIs expectations.
- Followed all agreed processes and procedures, responding to requests for assistance by providing information to enable callers to understand solutions to reported problems.
- Action IT requests in accordance with SLAs when requested to by the management team.
- Achieved high levels of accuracy in capturing call/incident details via the service management tool in accordance with team processes and procedures.
- Adhered to escalation procedures, promptly allocating unresolved calls as appropriate.
- Recognised and escalated call/incident trends to Team Leaders to enable prompt investigation by Service Incident Management (SIM).
- Proactively highlight gaps in processes, knowledge, and tools to Team Leaders.
- High levels of customer service in a consistent friendly, helpful, and efficient service.
- Maintained a high level of personal productivity to support individual/team performance objectives, and the achievement of Service Operations SLAs & OLA Targets.
- Promoted quality and consistency of service and taking appropriate actions to deliver performance levels in relation to all agreed goals/targets.
- Support and administration of Active Directory, SCCM, Intune and Azure AD (Entra),
- Troubleshooting MS Windows 10/11 and Office 365 issues.
- Using support & connection tools e.g., LogMeIn, Remote Config Manager and RDP.
- Communicating/updating users via Service Now, O365 & Page-One SMS (Oventus).
- The effective management of all user-based IT equipment.
- PULL Printing via Safe-Com (PUK Codes).
- Internet and basic network principles.
- ITIL foundation principles and best practises.

Employment History Continued

Intelligent Processing Solutions Limited, Bridle Road, Merseyside, L30 4UE.

February 2004 to December 2019. Working as a Senior Application Analyst (Technical Lead) within IT & Application Support Services. Working at various IPSL sites in the UK. Our iPSL - iPSL

- Incident Management – taking ownership of LIVE incidents.
- Escalation point (SME) for BAU, major Incidents, resolutions & root cause analysis.
- Problem Management – Raising/Managing/Investigating team known issues, reactive and proactive problem tickets. Also, providing root cause analysis & workarounds.
- Change Management – RFCs, Managing Fix Releases, Implementations & documentation.
- Ensure IT systems, data transfers, retention and storage meet data protection guidelines.
- Disaster Recovery (Contingency) contractual testing and support.
- Out Of Hours On-Call, supporting LIVE & DR sites across the UK.
- Working with other specialist teams i.e., PM, Architecture, Development, UAT, Deployment, Networking, Windows, Infrastructure, Storage, DBAs, IT Security, Technical Support, Client Relationship, Service Assurance, Service Desk, and IT Operations.
- Supporting users, environments & applications using: ITIL Process/Service Lifecycle. BMC Remedy Incident, Problem and Change Management. Microsoft Windows, Windows Server, Office, SQL Server and SSMS (T-SQL). BMC Control-M Automation (Scheduling) 8.0 & 9.0. File sharing and Data Transfers i.e., Connect Direct, MS Share-point & CyberArk. VMWare and Clustered Environments. EMC DiskXtender and Centera Storage Solutions. Using support & connection tools e.g., VMWare, DameWare and RDP. Internal/Third-party Bespoke Applications, SQL Databases & Web Solutions i.e. Unisys and Alogent Cheque Clearing Systems, Unisys and IPSL Payments Information & Image Solutions, DIA KAPPA Cheque Fraud Detection. DSS TRIPS Research, Adjustments & Case Management.

St. Helens & Knowsley Hospitals NHS Trust. Prescot, Merseyside, L35 5DR. June 1999 to February 2004.
Worked as the Senior IT Technician (Team Supervisor) supporting 7,000 end users over 170 sites using MS, Novell, Unix, Citrix, MS SQL Server, bespoke and web-based applications. This involved the daily running of the IT Helpdesk i.e. managing & advising technical support staff. Also, the IT procurement for all sites within the Hospital NHS Trust/Primary Care Trusts. Dealing with Finance, Purchasing, Accounts and third-party suppliers. Ensuring software licences were registered & updated for auditing purposes. Working closely with the Project Management Team for developing and updating of IT/NHS systems to improve the quality of service. The testing of new hardware and software to ensure compatibility with our current infrastructure/systems. Ensuring that critical Microsoft patches and McAfee AV updates were applied/distributed. Responsible for the recruitment and development of IT Support staff. Providing end users with technical advice. Also, I deputised for the IT Operations Manager when required plus on-call rota providing 24/7 cover for all IT systems.

Unisys Payments Solutions Limited (UPSL), Bootle, Merseyside, GIR OAA.
Note: Previously was operated by Alliance & Leicester. **June 1988 to November 1998.** Mainly based within the Computer Centre, I worked as a Data Processing Officer (DPO). My main responsibility was operating TRACE machines to capture/sort cheques and benefit agency documents using specified sort patterns via MICR/OCR. Once this process was completed, the collated documents would be despatched to customers as requested. In 1998, I was transferred to the Image Processing Section (IPS). My role mainly involved operating Unisys (V-Series) DP1825 Reader and DP1000 Sorter machines to capture/sort documents into specified sort patterns. Whilst working within both TRACE and IPS, I gained knowledge of cheque clearing, processes and systems.

Education, Qualifications & Certifications

2023	Disclosure & Barring Service (www.gov.uk/dbs)	DBS BASIC Certificate – Completed. Certificate number: 001153754830
2015	BMC Software Education Services (Milton Keynes)	BMC Accredited Scheduler: BMC Control-M Workload Automation 8.0 Certification.
2014	QA Ltd / BCS IT Certifications (Liverpool)	ITIL® Foundation v3 certificate in IT Service Management.
2002	St. Helens College (St. Helens)	Completed all 7 modules of the European Computer Driving Licence (ECDL).
1999	Alpha Training (Liverpool)	Completed all 6 modules of the City and Guilds Level 3 in supporting IT Users.
1999	Alpha Training (Liverpool)	Completed all 5 modules of the City and Guilds Level 2 in installing IT products.
1988	Maricourt High School (Maghull)	GCSEs in Maths, Computer studies, English language, Religious Studies, Physics, Geography & Biology.

Relevant Employee & Work-based Courses

2023	Princes Pathways	Ethical Trading and Human Rights.
2023	Princes Pathways	Cyber Security – Emails, Spam, Phishing, Malware, etc…
2019	Unisys & IPSL	IPSL Risk Awareness.
2019	Unisys & IPSL	IT Security Awareness.
2019	Unisys & IPSL	IT-Data Privacy.
2019	Unisys & IPSL	Unisys Ethics, Anti-Harassment & Discrimination.
2019	Unisys & IPSL	Health & Safety (Ergo-Wise, DSE, Fire Safety & Manual Handling).

Other Details

Full clean driving licence.

References

Referees' details available upon request.