

GARETH EVANS

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ABOUT ME

I am a hard working, dedicated tech enthusiast who has made a career out of solving technical issues, sometimes requiring an out of the box approach. I am a father of three and now that my children are a little older, I'm ready to take on a new challenge in my career.

In my spare time I love to work on my home lab, it's where I experiment with new server technologies. When I'm not in front of a screen, I enjoy long walks along Cave Hill and enjoy role playing table top games with friends to unwind.

KEY SKILLS



Fully Certified macOS and iOS
Repair Technician.

Experience with Apple
Business manager and JAMF
deployment.

Command line and shell
scripting experience,
mostly bash / zsh .



Experience with Office Suites
including Microsoft, Apple and
Open Office.

Fluent with Modern Desktop
Operating Systems including
Windows 10/11, macOS and
Linux.

Experience various corporate
technologies including Active
Directory, DNS, DHCP, NGINX,
SSO, VOIP, OpenVPN, Docker.



Excellent written and verbal
communication skills.

Twenty years customer service
experience.

Experience working as an
integral part of a small team to
achieve a greater goal.

EDUCATION

ROYAL BELFAST ACADEMICAL INSTITUTION

September 1997 - June 2004

GCSE (9):

A* French
A Spanish
B. Geography
B Physics
B Chemistry
B Biology
B Maths
C English Lit.
C English

AS Level (4):

A French
B Spanish
C ICT
C Geography

A Level (3):

A French
B Spanish
D Geography

EMPLOYMENT HISTORY (1)



IT TECHNICIAN, FLAGSHIP MEDIA

August 2022 - Present

Keep computer systems running smoothly and ensure users get the maximum benefit from them.

Install and configure computer hardware, operating systems and applications.

Guide users through IT related tasks both face to face and over the phone.

Troubleshoot system and network issues, diagnosing and solving hardware or software faults.

Provide support, including procedural documentation and reports.

Support the roll out of new hardware and software solutions.

Manage Active Directory Users and Computers

Build and deploy Windows Server instances including Domain Controllers and SQL Servers



GENIUS, APPLE RETAIL

August 2010 - August 2022

Provide world class technical support for Apple customers at the Genius Bar.

Diagnose and repair all Apple devices including iPhone, iPad and Mac.

Work closely with our European repair centre to arrange repair of Apple Watch devices.

Schedule planning to ensure we meet customer demand.

Assisting team members with difficult or more unusual technical issues.

Provide coaching and development support to new employees.




Assist new employees with getting used to a new company culture and way of thinking.

Data transfer and recovery support for all current desktop and mobile operating systems.

Windows support for Apple Branded Software including Bonjour, iTunes and Quicktime.

Internal systems maintenance and repair including network management, VOIP configuration, system updates and device provisioning.

EMPLOYMENT HISTORY (2)

	SALES AGENT, RIAS	Outbound telephone duties, providing insurance solutions to new customers. Processing and handling of credit / debit information. Post-sale clerical work & follow-up.
April 2010 - July 2010		
	HELP DESK / TEAM LEADER, TELETECH	New hire on-boarding / training. Quality assurance and evaluation. Scheduling / Pay roll. Line manager for 25 employees. ILM Level 2 certification. Helpdesk support for internal customers including equipment setup and deployment.
June 2006 - April 2010		
	HELP DESK, HEWLETT PACKARD	Installing and configuring Windows 2000 / 2003 servers and virtual machines. Answer incoming calls from internal customers. Provisioning / enrolment of IT equipment for use in the office and at home. Physical site security including badge printing and access management. Maintaining security specific applications including firewalls, email filtering, proxies and antivirus.
June 2004 - June 2006		