

# Emma Gibbon

**Mobile:**07415915700 **Email:**[emmagibbon1991@gmail.com](mailto:emmagibbon1991@gmail.com)

A confident communicator with experience of working in fast-paced environments and engaging effectively with contributors/stakeholders. A creative techie based in Manchester.

## Current Role

### Leep Utilities

Infrastructure Support Engineer, 2nd Line

Start Date: Feb 2020

During my time at Leep, I have successfully deployed Teams and decommissioned Skype- assigning security policies and creating auto enroll culture channels to support a business wide communication strategy. I have also deployed Multi-Factor Authentication to 80 users across the business under the supervision of my manager. I configured conditional access policies in Azure to apply different conditions and sign in frequency requests dependent on the requirements of the user group. I am currently managing a Mimecast User Awareness training campaign- monitoring employees progress throughout the modules and providing extra support where needed.

#### *Tasks and Responsibilities:*

- **Providing 2<sup>nd</sup> Line Support** to company employees by assisting help desk walk ups, responding to tickets and answering incoming calls made to a dedicated IT helpline during business and unsociable (on-call) hours.
- Conducting Laptop and System inductions with New Starters- creating AD accounts and 365 mailboxes, assigning Telephone numbers, adding to Exchange Distribution Lists, installing Business Apps to newly built domain joined machines.
- **Printer Server Management**- setting up accounts for users and connecting their machines to the printer. This also includes troubleshooting any hardware faults.
- Troubleshooting hardware and software faults using tools such as Remote Desktop to jump onto windows servers such as the Domain Controller and File Share Servers to access tools such as Active Directory, DHCP Management, GPO management and assigning NTFS permissions. Using Command Prompt and Powershell to run AD sync and Networking TCP/IP commands.
- Assisting HR with culture based projects such as setting up Teams company Broadcasts and creating SharePoint flows for survey responses.

## Work History

### AUTOTRADER

Technology Support Engineer

May 2018- January 2020

#### *Tasks and Responsibilities:*

- **Providing Technical Support to internal Events**, with projectors, microphones and mixing desks.
- **Filming and assisting the delivery of internal company webinars** on an ad hoc basis in our central London office.
- Providing 1<sup>st</sup> and 2<sup>nd</sup> Line Support to company employees by assisting help desk walk ups and answering incoming calls made to a dedicated IT helpline during business and unsociable (on-call) hours.
- Managing Cloud Services such as Azure, Intune and Exchange servers across a hybrid infrastructure; to administer group policy, migrate mailboxes and provide a MDM solution for corporate and personal assets.
- Responding to phishing attacks by purging emails from affected inboxes via Powershell and blocking external email addresses using the cybersecurity software, Mimecast.
- Using SCCM (System Centre Configuration Manager) to deploy Bitlocker Encryption and Bios passwords to all company assets.

## **AUTOTRADER**

Front of House Executive/  
Administration Coordinator

July 2017-May 2018

### *Tasks and Responsibilities:*

- **Conducting Right to Work Employee Checks:** Distributing communication to all staff and scanning their eligibility to work in the UK documents in adherence with Home Office Guidelines.
- Providing Ad Hoc Administrative support to all areas of the business when required.
- **New Starters Inductions:** Conducting Office Tours and Health and Safety briefings to all New employees on their first day of joining us.
- **Monitoring a Concierge Mailbox:** Resolving issues swiftly by responding to email enquiries.
- **Raising Purchase Orders:** Using department cost codes to pay invoices.
- **Post room:** shelving post and parcels appropriately, using a franking machine to send outgoing mail first class, international or recorded delivery.
- **Meet and Greet:** Engaging with all external clients as they enter the premises and supporting the delivery of our Discovery Days.

## **WARP FILMS**

Production Assistant (Internship)

June 2017 – July 2017

### *Tasks and Responsibilities:*

- Creating and completing production call sheets and health and safety risk assessments.
- **Monitoring Three Mailboxes:** resolving queries swiftly by responding to email enquiries and forwarding correspondence to either film, television or records inboxes.
- **Onset Assistance:** general runner duties included prop buying, paperwork delivery, and refreshments purchasing.
- Answering all telephone enquiries.

## **FILM: PARADE**

OPEN PALM FILMS [London]

***Production Runner- Floor and Driver***

May 2017 – June 2017

### *Tasks and Responsibilities:*

- **Driving Cast and Crew** between hotels, production bases and filming locations daily.
- Delivering Editorial Rushes from the Camera Department onset to Production Base Editing Suites.
- Assisting the Art Department with Set Dressing.
- Locking off public spaces during filming.

## **AUTOTRADER**

Data Integrity Analyst

September 2016- May 2017

### *Tasks and Responsibilities:*

- To use Excel efficiently to collate data and produce Pivot Tables to accurately inform business processes.
- To validate and investigate Autobiz data and account applications using Data Governance procedures to determine if a dealership can join the company as a customer.

## **CRIME STOPPERS/ BORDER FORCE/ STOP THE TRAFFIK**

Researcher (MA Project)

April 2016-July 2016

### *Tasks and Responsibilities:*

- Securing recorded interviews and locations while liaising with contributors; locations secured include Manchester Airport. Interviews secured include Greater Manchester Police.
- Lighting, Boom Operator, and Camera Op/ Assistant Duties whilst filming interviews and short drama Narratives.

## **VIRGIN MEDIA**

### **Customer Care Advisor/ Complaints Resolution Specialist**

September 2014- June 2016

#### ***Tasks and Responsibilities:***

- Providing support and advice to all customer queries when receiving inbound calls within our mobile care department, ranging from faulty handset troubleshooting to number porting and changing talk tariffs.
- Using conflict resolution management when making calls to customers, to resolve complaints such as billing disputes and unforeseen loss of services.

## **PROFICIENCIES/TRAINING**

- **Microsoft Training Associate: Mobility and Devices Fundamentals**
- **Microsoft Training Associate: Cloud Fundamentals**
- **Microsoft Training Associate: Networking Fundamentals**
- **British Computer Society: Business Process (Level 3 Award)**
- **British Computer Society: Coding and Logic (Level 3 Award)**
- **Full UK Driver's License**
- **St Johns Ambulance certification: Emergency First Aid (2019)**
- **St Johns Ambulance certification: Fire Marshal (2018)**

## **EDUCATION**

- **Master of Arts - Media Production: Television Drama**
- **1:1 BA (Hons): Media and Performance**
- **BTEC Infrastructure Technician, Grade: Distinction**
- **7 GCSE'S A-C**

***References available upon request.***