

Curriculum Vitae of **Andrew Tegala**

Personal Information

Nationality: British
Date of Birth: 23rd November 1981
Address: 15 Neale Close
High Wycombe
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E-mail: mail@andrewtegala.net
Business: Anti Static Web Design
Website: www.andrewtegala.net

Software Skills

- Microsoft Windows 95/98//2000/NT/XP
- Active Directory & Exchange 5.5
- Office 95/97/2000/XP/2003
- Microsoft Excel, FrontPage, PowerPoint, Word
- Altiris Imaging / Server Management Suite
- Blackberry Wireless Handheld Devices
- Track-IT Call Logging software
- SQL Server Admin

Employment History

December 2004 – Present

CRM Solution Provider, Maidenhead, Berkshire

Senior 1st Line Technical Support Analyst

Providing support for bespoke CRM solution to over 900 sales representatives. Installation of software onto laptops and PDAs. Carrying out general investigations interrogating MS Access and SQL 2000 databases, reporting on user activity and liaising with key account managers for fixes, sales imports and upgrades. Also providing internal IT support for all laptops / desktops.

June 2004 – November 2004

Baker & M^cKenzie, Central London

Technical Support Analyst

Rolling out new desktops, laptops and Blackberry devices to 450 fee-earners. Organising the delivery, imaging, asset tagging and installation of all new equipment. Carried out migration of users account to new PC. Also providing support for helpdesk team, answering phones, floor walking and dealing with a variety software and hardware problems.

July 2002 – July 2003

Hilliers Solicitors, Kempston, Bedfordshire

Interim IT Manager

Providing support for the network, phone system, but specifically OMS software, (Legal Document Management Software), over two sites. Responsible for logging calls with IT support team at Pericom. Dealing with all IT matters for the company. Instrumental in helping the firm achieve status of liP and Lexcel accreditation.

Education

2000 – 2004

De Montfort University, Leicester, Leicestershire

BSc Computer Science (4 Year Sandwich)

Modules: Programming in Java, Database Design, Dynamic Web Publishing, Multimedia Presentation, Web Application Development, Computer Ethics, Data Protection & Privacy, Formal Software Development.

Project: Payroll Package with Electronic Filing function.

1998 – 2000

Henley College, Henley-on-Thames, Oxfordshire

GCE A Level Qualifications

Business Studies (C)

English Literature (E)

History (Modern) (D)

1994 – 1998

Sir William Ramsay School, High Wycombe

GCSE Qualifications

English Literature (A)

English Language (C)

Science (Double Award) (C)

Mathematics (C)

History (B)

Business Studies (A)

Information Studies (B)

Religious Studies (B)

Languages

Fluent Punjabi, conversational Hindi and Spanish.

Awards received

- Winning member of County 'Playing For Profit' 1997
- Form Captain 94-95 Prefect 97-98
- Assisted staff during school activities including Open Evening/Day and Summer Fetes. Organised lunch, break time rotas for prefects & played a managerial role on the School Committee.

Hobbies & Interests

As a creative person I enjoy designing websites and photography. I have a great passion for football. Member of the British Computer Society, I try to keep well informed of latest trends in all aspects of technology. Hope to travel in the future. Also enjoy cars and motor sport.

References

Available upon request.