

KAMEAL CELESTEE

118 Deansway, Chesham, Buckinghamshire, HP5 2PF
Home :- 01494 775729 Mobile :- 07860 734306
kameal@celestee.net

Personal Profile

Highly motivated by a genuine passion for technology I have had the privilege of spending 15 years of my career with a large oil company where I had roles in both retail management and I.T. Support.

In addition to resolving 2nd and 3rd line issues, I have been a major contributor to several project teams, this has given me hands on experience through the complete life cycle of many multi million pound projects for EFT, chip and pin, new fuels grades and auto ordering systems. In these projects I took on responsibilities beyond my remit, these include attending external project planning meetings, giving presentation in follow up meetings, training senior managers, supporting the national training centre and extensive end user testing.

Key Skills

- An understanding of computer systems gained over 30+ years of personal and professional study.
- Empathy, understanding and an ability to relate to people at all levels.
- An ability to resolve complex technological issues with a positive can-do attitude.
- Management and supervisory skills developed over several years of retail and service management.
- A keen contributor with a willingness to present information or ideas at formal meetings.
- Able to stay calm and professional in difficult situations whilst keeping absolute confidentiality.

Career History

Second Line Analyst (Security Cleared)

Computacenter (Permanent - Milton Keynes)

November 2014 – Present

Finding solutions to issues that don't have a current known scripted solution.

Identifying solutions that can be passed down to First Line Service Desk and documenting this for the customer.

Organising and chairing PASS12T meetings in order to better utilise both First and Second Line Support Teams.

Provide 1 to 1 training of staff where needed in order to provide a better level of service to the customer.

First Line Third Level Analyst (Security Cleared)

Computacenter (Permanent - Milton Keynes)

May 2014 – November 2014

Senior Analyst for a Service Desk employing 90+ analysts, supporting 17,000 users for Direct Line Group.

Floor walker for all Service Desk matters including Policies, Training and Support Tool issues.

Working toward a Second Line support role by investigating new solutions to resolve know issues.

Liaison point between Computacenter, Direct Line Group and Royal Bank of Scotland for joint corporate matters.

Originally a Subject Matter Expert in selected areas (RBS, HP SM9 & RSA) and later for the contract as a whole.

Create and maintain ongoing training and reference documentation in all areas covered by the Service Desk.

Attend and contribute to high level customer facing meeting to assist in shaping the service we offer.

Recently voted Contract Delegate for the Direct Line contract analysts in ComputaCenter H.R. Meetings.

First Line Second Level Analyst (Security Cleared)

Computacenter (Contract - Hatfield / Milton Keynes) (M&S / DLG) Feb 2013 – April 2014

Working in a large scale call centre, initially on a desktop support contract in hyper-care for M&S.

Supporting Microsoft Windows, Office, Citrix, RSA and a variety of main stream and bespoke office applications.

Provide the highest level of customer service and identifying specific requirements for VIP callers.
 Resolving calls at point of contact where possible or passing calls to an appropriate resolver group.
 Taking ownership of calls, liaising with external and internal parties in order to ensure resolution within SLA.
 Resolving security issues in line with industry best practice and company procedure.
 Currently working on a new customer contract with an emphasis on cloud based computing and virtualization.
 Gained level 3 security clearance as part of the banking sector due to exposure of highly sensitive material.
 Later I joined a new contract with Direct Line Insurance following the break away from Royal Bank of Scotland.

I.T. Administrator

British Board of Agrément (Watford)

Feb 2013 – Feb 2013

A three week project to convert 80 legal documents from MS Word format to fill-able Adobe PDF format.
 End user testing to ensure the final PDF documents would work on tablet computers using Adobe Reader.

Second Line Support Analyst

Total UK Ltd (Watford)

2004 – 2012

This role started as complete support for 6 petrol retail sites that had switched over to a new EPOS system.
 I also co-managed the deployment team as the new EPOS system was rolled out to each retail site individually.
 Reported technical bugs to relevant 3rd party suppliers and followed these issues through to resolution.
 End user testing when new patches were released by 3rd parties for EPOS and EFT systems.
 Liaised with external European service providers for escalation of 3rd line issues.
 Experienced in Microsoft Windows Professional & Windows Server, MS Office, MS SQL & Symantec Products.
 Supported a European WAN network with 500+ UK LAN clients using PC Anywhere over BT ADSL.
 Experience of Red Prairie back office, CFT, FTP, Space Man, Push Logistics and EDI systems.

Lead project technician for the national re-pump programme for 3 years with a budget of £7.5m.
 Technical lead through the full life cycle of the UK Excellium fuels projects with a budget of £2m.
 Technical lead for the development of the car wash card terminals, total project cost of £1.7m.
 Actively involved in investigation, testing, documentation and training for a variety of projects over the years.
 Held service review meetings with 3rd party suppliers in manager's absence.
 Contributed to cost cutting by sourcing more cost effective supply chains for repair services.

Held position of office fire warden and a member of the crisis response team.
 As part of the voluntary crisis response team, personally assisted the morning of the Buncefield incident.

First Line Support Analyst

Total UK Ltd (Watford)

2001 – 2004

Resolution of basic user issues at entry point for 250+ sites, taking full ownership of calls through to closure.
 Pro-active resolution of detected communications issues that the customer may be unaware of.
 As part of a UK project planning team, worked with external parties on designing a new credit card terminal.
 End user testing and bug reporting of the new credit card authorisation terminal prior to a national roll-out.
 Negotiated, tested and implemented new call logging software for internal departmental use.
 Developed series of Crystal Reports within the new call logging software for management information.
 Ran a training course to provide management staff at a remote facility to use the call logging software.

Education

Fire Safety Course For Fire Wardens

ITIL Foundation Course

Supervisory Skills Course

Remedy Helpdesk & Remedy Change Management 5.x Administering

H.N.C., Computer Science

BTEC National Diploma, Computer Studies

Disaster Management Course

Presentation Skills Course

2004 – 2011

27th January 2004

2001 – 2003

1990 – 1992

Total Oil (Watford & Luton Offices)

Watford College

Amersham & Wycombe College