



Chenna Anokuru

Support Analyst

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Languages

English

About

Having supported major retail environments like Selfridges and Dr. Martens with IT solutions, my strength lies in ensuring smooth system operation. Skilled at customer service and problem-solving, I rapidly adapt to new retail settings. Fluent in English and proficient across diverse product categories such as menswear and footwear.

BRANDS WORKED WITH

- Camden & Islington NHS Trust
- CARE
- CityWest Homes
- Dr Martens/Airway International
- Global Brands Group/ Li & Fung LTD
- Lewisham Homes/Council
- Selfridges

Experience

● Senior IT Analyst

Camden & Islington NHS Trust | Nov 2023 - Now
Senior IT Support Officer



● IT CONSULTANT

Selfridges | Oct 2022 - Feb 2023

● Lewisham Homes/Council | Mar 2022 - Nov 2022

Supporting and maintaining the existing ICT infrastructure for the shared service, covering all areas of the business including datacenter, voice & data network and application support. Dealing with call triage, call resolution, escalation, on-site support across all shared service sites and project related work. Accurately and clearly document fixes to technical issues, process/procedures and update all IT-related records to ensure colleagues can perform their duties using this documentation.



● Senior IT Engineer

Dr. Martens | Jun 2021 - Dec 2021

Delivering IT project's specifically around future proofing the organisation and updating current systems. My duties also included IT support for staff as well the EMEA leadership team. I am also fluent with MDM processes, and systems such as Meraki and Carbon Black. new domain (GBG.world) and restoring user data from backups EMAIL: uanokuru@gmail.com



● IT System Analyst

Li & Fung | Jun 2018 - Jun 2021

Providing high quality Windows and Mac desktop support to internal users, externals and contractors. Support for VM ware servers such as printers and shared drives. Assisting with project workloads as and when needed. Responsible for the day-to-day support for an allocated office, including ad hoc remote support duties to other offices. Responsible for analysis and resolution of software and hardware faults and installing and configuring end user applications and software. Assessing conflicting priorities and demands whilst managing parallel work-streams. Maintaining hardware asset database for compliance with internal and external audit requirements. Contributing to the Infrastructure team's objective of continual improvement, technological advancements and excellence in customer service. Building and maintaining positive relationships with teams outside of the European group as part of the Structure of GBG's global IT environment.

- Monitoring helpdesk queues and responding to tickets appropriately. Providing an excellent level of customer service to internal and external users.
- Build/Deployment for Windows and Mac hardware.

- Administration of user accounts using Microsoft Active Directory.
- Support and configuration of Microsoft Office package & Office 365 services. Support/user admin of telephony and perform user admin on Cisco CUCM/HCS platform.
- Knowledge of TCP/IP networking including DNS & DHCP.
- Windows server support – file/print services using Vsphere to maintain, amend and restart servers on the VMware.
- Mobile device support
- Utilising ITIL best practices. Management of Vodafone infrastructure and network contracts



● 1 st line Support Analyst

CityWest Homes | Oct 2017 - Jun 2018

Managing the resolution of 1st/2nd line support incidents, problems and requests within service and operational level agreements Providing support & technical assistance to all customers of CityWest Homes' IT systems, making an important contribution to overall IT service delivery and providing an excellent standard of service to all customers. Assisting in the analysis and reporting on the performance of the IT Service Delivery operation to the business, including production of statistical and analytical information on the performance and levels of service provided by the wider IT teams and 3rd parties.



● IT Analyst

Care Quality Commission | Jun 2011 - Oct 2017

Providing IT service support, specialising in the configuration and maintenance of Windows 7-10 OS including Office 365 and Outlook, Azure, Skype for Business and the Microsoft exchange server as well as network and patching configuration. Maintaining operations and ensuring appropriate levels of IT service delivery are maintained on an ongoing basis across the organisation. Escalating issues within third line support as appropriate, in order to meet the needs of the company for availability, performance and control.

Education & Training

2015 - 2017 ● **Prince2 Foundation**

3,

2010 - 2010 ● **CQC**

NVQ, Customer Service

1997 - 2000 ● **Lambeth college**

BTECH Sound Engineering and Electronics,