



Gareth Evans

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

Apple Certified

- Fully Certified macOS and iOS Repair Technician.
- Experience with Apple Business Manager and JAMF deployment.
- Command line and shell scripting experience, mostly bash / zsh.

IT Proficient

- Experience with Office Suites including Microsoft, Apple and Open Office.
- Fluent with modern desktop operating systems including Windows 10/11, macOS and Linux.
- Experience with corporate technologies including Active Directory, Entra ID, Intune, DNS, DHCP, NGINX, SSO, VOIP, OpenVPN, Docker.

Customer Focused

- Excellent written and verbal communication skills.
- Over twenty years customer service experience.
- Experience working as an integral part of a small team to achieve a greater goal.

Employment History

TECHNICAL SERVICES TEAM LEADER, NITEC SOLUTIONS

March 2023 – Present

- Lead and support a team of Level 1 service desk engineers, ensuring consistent service quality and technical performance.
- Deliver structured training, mentoring and development to enhance team capability and confidence.
- Manage onboarding processes for new employees, ensuring smooth integration into systems and workflows.
- Oversee scheduling, timesheet accuracy and workload allocation to maintain operational efficiency.

IT TECHNICIAN, FLAGSHIP MEDIA

August 2022 – March 2023

- Provide technical support across Windows and macOS environments, resolving hardware, software and network issues.
- Maintain workstations, peripherals and user accounts to ensure stable and efficient daily operations.
- Support system updates, device deployments and troubleshooting of production-critical equipment.
- Communicate clearly with internal teams to minimise disruption and maintain smooth workflows.

APPLE GENIUS, APPLE RETAIL

August 2010 – August 2022

- Diagnose and repair macOS and iOS devices, ensuring accurate troubleshooting and high-quality technical outcomes.
- Provide clear, customer-focused support, guiding users through solutions and managing expectations effectively.
- Coordinate with Apple's European repair centre for complex repairs, replacements and escalations.
- Train and mentor new team members, supporting their development in technical skills and customer service standards.
- Support data transfer, recovery and cross-platform issues, including Windows compatibility with Apple software.

SALES AGENT, RIAS

June 2008 – August 2010

- Handle inbound and outbound customer enquiries, providing clear information on insurance products and policy options.
- Identify customer needs and recommend suitable cover while ensuring compliance with FCA regulations.
- Process applications, renewals and amendments accurately to maintain policy integrity and customer satisfaction.
- Deliver a professional, customer-focused service that supports retention and contributes to team sales targets.

HELP DESK / TEAM LEADER, TELETECH

June 2006 – April 2010

- Lead a team of 25 help desk staff, providing guidance, coaching and day-to-day operational support.
- Deliver onboarding and training for new hires, ensuring consistent service standards and technical capability.
- Manage scheduling, payroll checks and performance monitoring to maintain team efficiency and accuracy.
- Oversee quality assurance processes, reviewing interactions and ensuring compliance with internal policies.
- Provide hands-on technical support, including equipment setup, troubleshooting and deployment for internal users.

HELP DESK, HEWLETT PACKARD

June 2004 – June 2006

- Install and configure Windows 2000 and 2003 servers, including virtual machine deployment and maintenance.
- Respond to incoming calls from internal users, providing first-line technical support and issue resolution.
- Provision and enrol IT equipment for office and remote use, ensuring correct setup and compliance.
- Manage physical site security processes, including badge printing, access control and identity verification.
- Maintain security-critical applications such as firewalls, email filtering, proxy systems and antivirus platforms.

Education

Royal Belfast Academical Institution

September 1997 – June 2002

Qualification: GCSE

- A* French
- A Spanish
- B Geography
- B Physics, Chemistry, Biology
- B Maths
- C English, Literature

Royal Belfast Academical Institution

September 2002 – June 2003

Qualification: AS Level

- A French
- B Spanish
- C ICT
- C Geography

Royal Belfast Academical Institution

September 2003 – June 2004

Qualification: A Level

- A French
- B Spanish
- D Geography