

Alex Lee Drinkwater  
Tel:07889903043  
Email:aldrinkwater@hotmail.com

64 Portway  
Banbury  
Oxon  
OX16 1QF

### **Personal Attributes:**

I am a loyal, hardworking highly motivated person who has good technical skills and I am a quick learner and have a hunger to learn as much as I can about subjects that interest me. I have a good ability to use my own initiative to figure problems out and complete tasks set by me, I also work well in a team where I can contribute to the ideas of others and learn from others who may have different skills sets and specialities other than mine.

During my time at university I learned a variety of programming languages including;

- Java.
- C++.
- C.
- C#.
- The .NET framework.
- HTML.
- CSS.
- Haskell.

While at university I also learned how to use a number of different software development tools, such as Netbeans, Eclipse, Notepad++, Microsoft visual studio 2012 and 2013 and also the Haskell environment, GHCI.

I also have a very good understanding and technical ability with the Microsoft office programs including Microsoft word, excel and PowerPoint.

### **Qualifications**

#### *Education*

Qualification	Institution	Dates attended
ITIL Foundation course	QA/OUH Trust	18 January – 20 January 2017
Computer Science undergraduate degree (final year completed)	Oxford Brookes University	January 2011 - 2015

Computing foundation degree	Oxford Brookes University	September 2010 – December 2011
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A Levels: Sociology – B Philosophy – C Government and Politics - C History – D Accountancy - E	Abingdon and Witney College	September 2006 - July 2009
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GCSEs: English Literature - B History - B English Language - C Maths - C Science (Double) – D, D ICT - D PE - D RE - D Food technology - E French - F	Wood Green School	September 2001 – July 2006
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I have been working for the Oxford university health foundation NHS trust since November 2015, I worked as a service desk analyst for a year and recent I have been promoted to a senior service desk analyst, my duties include take phone call and logging incidents and serviced requests, using Active roles to assist in providing first time fixes, also working on site are part of a rotation where I get to act as a first line for people within the most important clinical areas and help them with fixing issues or advising them what to do if it was not possible to fix the issue whilst on site. and escalating the incidents to the relevant team if it is necessary. My other duties include training new staff on our procedures and running reports for the senior management to review the performance of the service desk and the IT support department in general. I also liaise with our third-party suppliers of certain software's that are used within the trust, such as the Electronic patient record system, to alert them to incidents and change requests.

I finished my final year of my undergraduate degree in computer science in July 2015. I graduated at the end of June. My final year project revolved around developing a website using the .NET framework and C#. This is the area of computer science that I would like to eventually go into as it interests me greatly and I feel very comfortable in this area.

I had also previously completed a foundation degree in computing.

I have always had a keen interest in formula one and follow the sport each race weekend and during the off season.

My interests include gaming and new technologies, and away from this, I am a lover of music, going to live concerts regularly, as well as having a wide personal collection of music that I like.

I also have a love of wild life and have always had pet dogs or cats. I read regularly, being entertained by fantasy, sci-fi fiction, and politics and history.

Due to a good work ethic, during my time at university I worked odd jobs to help pay my way through my course. These jobs included being a cleaner and a barman among other jobs;

*Previous work experience*

Employer	Role	Dates employed
<ul style="list-style-type: none"> <li>OUH Foundation Trust</li> </ul>	Senior Service Desk Analyst	2016 - present
my duties include take phone call and logging incidents and serviced requests, assisting in first time fixes, and escalating the incidents to the relevant team if it is necessary. My other duties include training new staff on our procedures and running reports for the senior management to review the performance of the service desk and the IT support department in general. I also liaise with our third-party suppliers of certain software's that are used within the trust, such as the Electronic patient record system, to alert them to incidents and change requests.		
<ul style="list-style-type: none"> <li>OUH Foundation Trust</li> </ul>	Service Desk Analyst	2015- 2016
Responsible for taking phone calls from users of the computer systems, logging call for second and third line support. Using active roles and other software change passwords for user's accounts and for installing software for users also to help them reset their virtual workspace sessions and grant file permissions, running reports for my seniors for the purposes of finding what are the biggest IT issues within the trust.		
<ul style="list-style-type: none"> <li>Lotus F1 Team</li> </ul>	Cleaner	2010 – 2015
Responsible for cleaning the Wind tunnel building every night, understanding the need for high specification in cleanliness.		
<ul style="list-style-type: none"> <li>The White Horse Inn</li> </ul>	Barman	2009 – 2010
Responsible for running the bar and restaurant in the absence of the management team. I reorganised the cellar to ensure good stock rotation and cleanliness and took deliveries of stock when needed. I also took booking for the hotel and restaurant.		
<ul style="list-style-type: none"> <li>The Woodman Inn</li> </ul>	Barman	2007 - 2009
Responsible for running the bar and serving customers, taking cash and taking booking for the restaurant.		