

Cameron Hughes-Cheshire

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Personal Statement

I'm a dedicated and adaptable IT Service Desk Analyst and I'm looking to start a career within web development. I am currently studying to achieve a diploma in software development and have so far learnt several coding languages such as HTML, CSS, Javascript and Python. I have so far created two projects hosted on GitHub, one is a website made using HTML and CSS. The other is a website hosting two games made using Javascript, Rock, Paper, Scissors and Noughts and Crosses. During my time as service desk analyst, I have developed strong customer service and teamworking skills. I have also developed good problem solving skills and I'm able to resolve tickets and customer issues within a timely manner. I have been able to adapt well to working remotely, both from working in a new environment and also getting others set up quickly and efficiently too. I have helped with desk moves, setting up and imaging machines, working with my company's cellular team to set up mobile phones and helped train other, newer members of my team in my position. In addition, I've travelled around the country to help roll out new pieces of software, including writing any relevant documentation to help out other members of my team should they encounter any new issues that arose from that. Furthermore, I've looked at security breaches and malicious emails: I've helped contain them as quickly as possible, identify any potential malicious emails sent to users and also help test and set up security and two factor-authentication systems as well.

Experience

IT Service Desk Analyst, Managed24/7 (September 2021 - Present)

- Set up and manage user accounts using Active Directory and Microsoft Azure
- Resolve tickets and tasks within set SLAs
- Written documentation for use as reference material
- Communication with other teams to help investigate and resolve issues
- Monitoring several ticketing systems at once for Avanti and SIS on ServiceNow and our shared users on Autotask.
- Regularly carry out change requests such as disk space expansions and server removals
- Identified ways to improve processes for handling tickets.

IT Service Desk Analyst, JPIMedia (September 2018 - September 2021)

- Set up and manage user accounts using Active Directory
- Resolve tickets and tasks within set SLAs

- Carry out hardware and software installation
- Regular use of monitoring software to monitor and maintain servers
- Training of new members of staff
- Writing documentation to help with training and as reference material
- Moving and set up of new computers and peripherals
- Communicating and working with other teams throughout the company to resolve issues
- Helping with the rollout of new software
- Identifying security breaches and malicious emails
- Regular use of account security systems like Bitlocker
- Setting up encryption software such as Sophos on users laptops
- Set up of new mobile phones and application of group and security policies
- Helped users get set up with working from home permanently due to covid

Bar Staff at Bar42 Ossett (June 2018 - September 2018)

- Served food and beverages to customers
- Took orders for food and beverages
- Set tables up for the day
- Took and replenished stock at the end of the day
- Wiped down and cleaned tables

Volunteer at Rothwell Youth Club (October 2015-July 2016)

- Ran a tuck shop where people could buy sweets and drinks from
- Organised and supervised events and activities for some of the younger children i.e. football matches
- Made sure to clear everything neatly away at the end of the day
- Cleaned and restocked facilities

Education

Ossett Academy (2009 - 2014)

8 GCSEs at Grade A-C including Maths, English, Geography, Core and Additional Sciences

Pontefract New College (2014 - 2016)

3 A-Levels in Maths, Physics and Chemistry and an AS Level in Geography

Hull University (September 2016 - June 2018)

Foundation Year in Chemical Engineering

Extracurricular activities

Practiced Taekwondo for three years (2013-2016) and Ju-Jitsu for one year (2017-2018)

Currently learning Norwegian in my spare time

In addition to my coding course, I have also had exposure to languages such as SQL, HTTP and PHP

My Github repository - <https://github.com/CHCheshire>

Reference

Steven Pullan, Service Desk Team Leader at JPIMedia

Steven.Pullan@jpress.co.uk

Jonathan Hunt, Application Support Team Leader at JPIMedia

Jonathan.Hunt@jpress.co.uk