

Charles Malon Silva Rocha - 2021376

**Professional Development**

**Skills Gap Analysis and Personal Development Plan**

**CA2**

**Dublin**

**2024**

**CCT College Dublin**

**Assessment Cover Page**

*To be provided separately as a word doc for students to include with every submission.*

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| **Module Title:** | Professional Development |
| **Assessment Title:** | Skills Gap Analysis and Personal Development Plan - CA2 |
| **Lecturer Name:** | Neil Doyle |
| **Student Full Name:** | Charles Malon Silva Rocha |
| **Student Number:** | 2021376 |
| **Assessment Due Date:** | 21st October 2024 |
| **Date of Submission:** | 17th November 2024 |

Below you can access the progress of this assignment.

[https://github.com/CharlesMalonRocha/Professional-Development-CA2](https://github.com/CharlesMalonRocha/Cloud-Services-CA1)

**Declaration**

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| By submitting this assessment, I confirm that I have read the CCT policy on Academic Misconduct and understand the implications of submitting work that is not my own or does not appropriately reference material taken from a third party or other source. I declare it to be my own work and that all material from third parties has been appropriately referenced. I further confirm that this work has not previously been submitted for assessment by myself or someone else in CCT College Dublin or any other higher education institution. |

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Introduction

Position chosen

**Role 3 - IT Infrastructure Specialist**

**Company - ProCloud**

**Job Overview**

The IT Infrastructure Specialist will work as part of a small specialist team who deliver highly technical solutions and support to our enterprise client base, allowing them to maximise their investment in Information technology by supporting the deployment of high-quality infrastructure solutions and technologies in diverse client environments. This role will provide a superb opportunity to be trained in and work with cutting edge technology using HP Enterprise, VMWare and Microsoft solutions across server, storage, cloud, networking, virtualisation and security.

CV

Charles Rocha

Seven Mills, Cappagh, Dublin 22, Dublin

 +353 89 959 9603 | Fulltime work permit

[charlesmsrocha@gmail.com](mailto:charlesmsrocha@gmail.com) | <https://www.linkedin.com/in/charles-rocha-35b7b4171/>

**PERSONAL SUMMARY**

Reliable and detail-oriented professional with more than 10 years in order processing, inventory, and customer support. Skilled in logistics, shipment tracking, and maintaining smooth store operations. Team-focused, adaptable, and committed to continuous growth. Currently pursuing a Computing and IT degree, I’m eager to bring my leadership and IT experience to ProCloud’s infrastructure team.

**KEY SKILLS**

* Extremely polite and with excellent mathematical skills and attention to detail. Reliable, hard-working and works well under pressure, as part of a team.
* Experienced with PPT, logistic processes, supervisory roles, computer softwares and hardware.

**CAREER HISTORY**

**JD Sports**

*Sportswear and clothing store*

***Supervisor***- May 2024 - Current

* Provided prompt and friendly customer service, handling client requests and inquiries.
* Managed daily operations and supervised a team in a fast-paced environment, supporting effective onboarding and training for new team members.
* Coordinated inventory management, ensuring accurate and timely stock replenishment and delivery verification.

***Sales Assistant* -** March 2023 - May 2024

* Supported inventory accuracy and customer satisfaction through efficient stock organization, labeling, and replenishment.

**Yellow Solutions Mobility Ltd.**

*Mobility company in São Paulo*

***Senior Driver* -** January 2019 – December 2019 (1 year)

* Collected and distributed approximately 500 scooters and 500 bicycles per night on the streets of São Paulo at strategic points for customers to use during the day.
* I also was responsible for guiding and motivating the team, setting priorities, monitoring the progress of activities, reporting on operations and resolving issues that could arise.

**EDUCATION**

Sep 2021 - Present (Expected 2025) **Bachelor’s Degree of Science in Computing and IT** CCT, Dublin, Ireland

**ADDITIONAL TRAINING**

May 2021 **Hardware - assemble and maintenance (20 hours), Linux (40 hours)**

Curso em Vídeo, Brazil

May 2021 **Advanced English course ( 500 hours )**

Oscars International and Seda College, Dublin, Ireland

May 2021 **Introduction to Programming using HTML and CSS (60 hours)**

eCollege, Dublin, Ireland

**References available upon request.**

Cover Letter

**Charles Rocha**  
Seven Mills, Cappagh, Dublin 22, Dublin  
+353 89 959 9603  
charlesmsrocha@gmail.com  
11th November, 2024

Dear Hiring Manager at ProCloud,

I am writing to express my interest in the IT Infrastructure Specialist role at ProCloud. With a background in IT support, supervisory experience, and a strong foundation in network infrastructure and virtualization from my Computing and IT studies, I am well-prepared to contribute to your technical team.

In my current role as a Supervisor at JD Sports, I manage daily operations, ensure accuracy in inventory control, and lead a team to provide high-quality service. This experience has strengthened my organizational, troubleshooting, and client relationship skills, all of which I am eager to apply in a technical capacity at ProCloud. I am also actively developing my technical knowledge in cloud and network infrastructure, aligning closely with the expertise you seek.

Thank you for considering my application. I look forward to the opportunity to support ProCloud’s clients with my unique blend of IT and operational skills.

Sincerely,  
Charles Rocha

Record Presentation

Here I am going to paste the video link

Conclusion

I have been working since I was 14 years old, and I have worked in many different places, from supermarkets to hospitals, always doing different things. On my CV I put what I believe to be most relevant for the position, which are my professional experiences where I had more responsibilities in the process, which require me to pay more attention to detail and be resourceful. I stick to these characteristics because I have no experience with IT per se, only the peripherals linked to the process, such as computers, scanners, smartphones and so on.

References