

NOORUN NOBI

IT Support Apprentice | Entry-level Service Desk |
CompTIA Security+
Right to work in the UK | Notice: 1 week

Work Experience

Security Officer

Aug 2024 – Present

British Museum, London

- Front-line support in a busy public environment; communicate clearly with staff and visitors.
- Follow security procedures, manage priorities, and respond appropriately to incidents.
- Use radio communication effectively and complete accurate written reports.
- Work as part of a team and stay calm under pressure in fast-changing situations.

Sales Assistant

Jan 2024 – Mar 2024

Charles Tyrwhitt

- Delivered strong customer service and supported store operations.
- Built confidence explaining options clearly and handling customer queries.

Door Supervisor

Nov 2022 – Aug 2024

Regency Security Services UK Ltd

- Managed entry control and supported safe operations in busy venues/events.
- De-escalated issues professionally and maintained high service standards.
- Worked closely with colleagues and venue teams; followed procedures and reporting requirements.

Barista

Oct 2021 – Dec 2023

Starbucks

- Delivered fast, accurate customer service in a high-volume environment.
- Strengthened teamwork, time management, and reliability under pressure.

Skills

- Customer-focused support (in-person, phone and email)
- Clear communication with technical and non-technical users
- Prioritisation, time management, and working under pressure
- Accurate report writing, documentation, and attention to detail
- Basic Windows troubleshooting and PC setup fundamentals
- Microsoft 365 familiarity (Outlook, Teams, OneDrive basics)
- Hardware familiarity (PC parts, upgrades, drivers, peripherals)
- Security awareness (CompTIA Security+ foundation)
- Fast learner with a proactive approach to improving skills

Contacts



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<https://couragetochange.github.io/Portfolio-website>

London (IG6)

About Me

Motivated career changer aiming for an IT Support / Service Desk apprenticeship. CompTIA Security+ certified, with strong customer-facing experience from security, retail and hospitality roles. Comfortable supporting people in person, staying calm under pressure, following procedures, and producing clear written reports. Actively building hands-on skills through personal projects (PC builds, portfolio website, home NAS, Raspberry Pi) and keen to develop professionally in a structured IT environment.

Education

BSc Computer Science — part completed (2 years completed)

2021- 2023

Higher Secondary Certificate Examination (Bangladesh)

UK ENIC Statement of Comparability — Ref: 4002438524

Programming (basic-intermediate)

- Python (scripts and automation basics)
- Java and C (fundamentals)

Certifications

- CompTIA Security+ Certified
- CCTV Licence
- First Aid Certificate
- SIA Door Supervisor Licence

Personal Projects

- PC builds & upgrades
- Portfolio websites
- Home NAS server
- Raspberry Pi mini projects