Dylan Kane

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I am a motivated, hardworking IT support technician currently studying Computer Science at Queen Mary University. I have expertise in maintaining computer systems, providing technical support, and ensuring data security whilst working to deadlines in high-pressure environments. I excel at collaborating with colleagues to achieve goals but also have the initiative to problem solve by myself. I have a keen interest in software development, specifically building web services and apps using various web technologies, and I have taken relevant online courses to gain skills in this area.

Work Experience

IT Technician
Notley High School
Sep 2022 to Sep 2023

- Maintained and updated computer hardware, software, and network systems using different software such as Microsoft Admin, Active directory

- Provided 1st 2nd and 3rd line technical support to staff, students and parents. troubleshooting problems amongst a wide variety of different hardware and software in person, over the phone and using software to remote into computers

- Ensured data security and integrity by managing firewalls, as well as backup and recovery systems

- Provided training to teaching staff on how to use a new classroom management software, frequently helped student to learn different software applications, tools and basic computer skills

- Set up audio-visual equipment for presentations and managed the school's website and online presence

- Manage and maintain data in the schools MIS; Fixed a major data integrity issue that was having an impact on a lot of different software

- Utilised schools ticketing software providing help to users within the SLA

IT Technician
RDC - Braintree
Jan 2022 to Sep 2022

- Data erasure
- Data entry
- Using Microsoft Office software especially excel
- Quality checks and repairs on a wide range of devices: PC, Laptops, Tablets, Mac & Windows, Cisco servers
- Using email effectively to communicate between departments

Education

BSc Computer Science
Queen Mary University of London
Present

Access to Higher Education (Computer Science and Mathematics)
Equivalent to 3 A levels (134 UCAS Points)
Stonebridge College
October 2021 to July 2023

Skills

- Skilled with Java and Kotlin
- Familiar with JavaScript and other web and app technologies such as HTML, CSS, Spring Boot, SDK
- Proficient with databases MySQL and Microsoft Access
- Strong problem-solving skills
- Ability to work well in a team environment
- Excellent communication skills
- Skilled with whole Microsoft Office especially Excel
- Proven track record of providing technical support and great customer service
- Familiar with Linux systems