Daniel Pearce

Professional Summary

As an experienced IT professional with a strong background in IT Support, I excel in delivering high-quality solutions and support to clients. I quickly adapt to new software and efficiently learn resolutions to issues, taking the time to research and fully understand more challenging situations.

My passion for new technologies, particularly cloud computing, and my strong affinity for application support drive my continuous learning and growth.

I am eager to transition into a technically focused role as a software developer and am excited about the potential to be involved in significant IT projects. My goal is to leverage my skills and experience to contribute to innovative software development initiatives and deliver impactful solutions.

Employment History

Application Support Analyst, Computershare, Bristol

JANURARY 2025 — PRESENT

Delivering exceptional support for a variety of business applications, swiftly resolving software-related issues.

Providing quality on-site support to all colleagues who run into a variety of software

- Expertise in troubleshooting complex technical problems ensures that application performance and stability are maintained.
- Configuring, maintaining, and updating application systems to meet business needs.
- Assisting onboarding new users, handling the installation and configuration of necessary applications, and providing training.
- International travel to support business needs and offer on-site support at various locations.
- Manage and troubleshoot Active Directory and Azure Active Directory integrations.
- Coordinate and manage application updates, including testing and rollout, ensuring seamless transitions.
- Maintaining detailed documentation and generating reports to track application performance and improvements is an integral part of my responsibilities.

Remote Site Support Analyst, Computershare, Bristol

MARCH 2023 — JANURARY 2025

On Site Support, Escalated Remote Support, Hardware & Software Configuration

- Providing quality on-site support to all colleagues who run into a variety of software and hardware related issues. 2nd/3rd line coverage to support the needs of the business - Importance on communication to resolve issues quickly and efficiently between teams.

Daniel Pearce

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NATIONALITY
British

DRIVING LICENCE
Full UK Driving Licence

DATE / PLACE OF BIRTH
22/07/1998
BRISTOL

Links

GitHub
LinkedIn

Skills

Diploma in Full Stack Software Development (Advanced Front End) with Code Institute

Languages: JavaScript, React, jQuery, Python, Django, DRF, SQLite, CSS & HTML

Microsoft Azure AD
Microsoft 365
Active Directory
Group Policy
Remote Desktop
Citrix
Citrix Director
iGel/UMS
Technical Support
Windows Builds 10/11
Autopilot
Intune
Mac Builds via Intune
iOS via Intune
DNS/DHCP
Teams
Avaya/3CX
Teams Meeting Room Installation
Desk Office Setup/Configuration
Service Now
Application Support
SFTP/FTP
Technical Troubleshooting
Reverse Engineering

- Support and maintain the on-site technology equipment, systems, and IT assets - includes installing, configuring, diagnosing, repairing, and upgrading all Computershare user related hardware and equipment while ensuring its optimal performance.
- Commitment to international travel for many needs of the business and providing on-site support locally at these sites. Such as onboarding and installing IT equipment.
- Troubleshooting issues in AD/Azure AD, Windows 10/11 builds Including Autopilot, maintenance of switches/networking to ensure desks are working on the correct network.
- Managing rollout of Firmware version to our Thin Client estate using iGel/UMS – liaising with test users and working through solutions to any issues.

IT Support Engineer, Impact IT Solutions, Bristol

JUNE 2022 — MARCH 2023

Service Desk Support, User Administration, Asset Management, PC Builds & Configurations

- Provided advanced technical support and troubleshooting for various IT systems, networks, infrastructure, and devices as a 1st/2nd line engineer, ensuring prompt resolution of issues and minimising downtime for clients.
- Developed and maintained documentation, including technical guides and standard operating procedures, to facilitate the team's efficiency and knowledge sharing.
- Mentored junior team members, providing technical guidance and support to allow for their professional growth.
- Build engineer, managed account creation and troubleshooting issues in AD/Azure AD, Windows 10/11 builds Including Autopilot.

Merchandising Controller, Sainsbury's, Bristol

AUGUST 2018 — JUNE 2022

Store Display/Refit, Sales Analysis, Stock Control

- Supervised and trained full-time employees in sales, merchandising, and inventory control.
- Successfully handled visual merchandising and worked to promote company vision.
- Implemented and maintained visual merchandising specific to company standards.

General Assistant, Sainsbury's, Bristol

JULY 2016 — AUGUST 2018

Customer Service, Inventory Management, Warehouse Organisation, Store Presentation

- Provided optimal assistance to the General Manager and handled a variety of tasks.
- Helped to ensure the store ran fully stocked and remained clean throughout my service in this role.

Personal Interests

I am passionate about keeping up to date with the latest developments in the IT industry and continuously improving my technical skills. In my free time, I enjoy experimenting with new technologies, building personal IT projects, and building personal software solutions.

Education

Code Institute, Remote

DECEMBER 2021 — NOV 2023

Diploma in Full Stack Software Development (Advanced Front End)

Merit Grade - Diploma *has been credit-rated by The University of the West of Scotland. They have levelled it at Level 8 on the Scottish Qualification Framework. This is the equivalent of level 5 on the Regulated Qualifications Framework (RQF) and Level 5 on the European Qualification Framework (EQF).*

St Brendan's Sixth Form College

SEPTEMBER 2014 — JUNE 2016

Performing Arts (Musical Theatre) Double Diploma

- BTEC Level 3 - Di*Di | June 2016

A2 Media Studies

- A Level - C | June 2016

AS Media Studies

- AS Level - C | June 2015

Bedminster Down School, Bristol

SEPTEMBER 2009 — JUNE 2014

Performing Arts (Performance) [Extended]

- BTEC Level 2 – Di* | June 2014

History

- GCSE – A | June 2014

English Literature

- GCSE – A | June 2014

English Language

- GCSE – B | June 2014

Mathematics

- GCSE – B | June 2014

Additional Science

- GCSE – B | June 2014

Media Studies

- GCSE – B | June 2014

Business and Communication Systems

- GCSE – B | June 2014

Core Science

- GCSE – B | June 2013

Performing Arts (Acting)

- BTEC Level 2 - M | April 2012

Courses

MD-100: Windows 10, Microsoft

OCTOBER 2022 — NOVEMBER 2023