

Dean Sygrove

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dean-sygrove-80a547242](https://www.linkedin.com/in/dean-sygrove-80a547242)

Profile

Experienced IT professional with expertise in IT support, Server environments, hardware/software troubleshooting, and customer service. Currently completing a Foundation Degree in Computing (Levels 4 & 5). Strong communicator, adaptable problem solver, committed to continuous professional growth especially in the area of AI and LLMs.

Career History

2023 – present Omni Telecom Ltd

- Provided technical support for customers
- Website programming and implementation of AI
- Creation and deployment of programs using AI tools for customer

2018 – 2023 Personal Assistant to Peter Thompson

- Provided personal and communication support for an elderly gentleman
- Coordinated with authorities and services

2017 – 2022 Owner, Sitioweb

- Designed and hosted websites and managed IT services, customer relations, and billing

2015 – 2017 Owner, Scorpion Support Limited

- Delivered IT support including Windows Server management
- Maintained service level agreements and managed hardware/software procurement

2013 – 2016 Director of Finance and Communications / IT Support, SHC Academy Limited

- Managed finances and communications; delivered IT, Maths, and English training

2011 – 2015 Owner, 4 Computer Services Limited

- Provided contracted IT support with a focus on Windows Server and SLA management

2010 – 2011 IT Trainer, Zenos

- Delivered IT courses including A+, MCSA, MCITP, and MTA certifications

2008 – 2010 IT Support, Farmers and Mercantile

- Provided hardware and software support across multiple UK sites
- Supported Windows Small Business Server and terminal server environments

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Education

2024 – July 2025 (expected)

FdSc Computing (Foundation Degree Science)

Levels 4 & 5

NCG / Elizabeth School of London (Northampton)

- Studying core computing topics including programming, networks, databases, systems analysis, AI and LLMs
- Developing practical skills and theoretical knowledge aligned with industry standards
- Studied and reported on the effects of AI in education for Staff and Students
- Used AI and LLMs to create an application in the use of IOT module.
- Scheduled completion July 2025

2011

Microsoft Certified Technology Specialist (MCTS)

2011

Microsoft Technology Associate (MTA)

- Certifications in Database Administration, Windows Server, Security, Networking, and Operating Systems Fundamentals

2005 - 2008

Microsoft Certified Trainer (MCT)

Skills & Interests

- IT systems administration, Server environments and network support
- Website design, creation, and maintenance
- Training and mentoring learners in IT, Maths and English
- Strong communication and interpersonal skills developed through personal assistance and teaching roles
- Enthusiastic about learning new technologies and educational methodologies, especially in the area of AI
- Running own training website that incorporates AI
- Using and adapting AI and LLM prompts for Blog Postings for Omni and Customers

Additional Information

- Full Clean Driving License
- References available upon request