HARRY HAYDEN

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PROFILE

I am a dedicated, organized and methodical individual. I have good interpersonal skills, am an excellent team worker and am keen and very willing to learn and develop new skills. I am reliable and dependable and often seek new responsibilities within a wide range of employment areas. I have an active and dynamic approach to work and getting things done. With the ability to operate and maintain a wide variety of IT equipment with proven experience in both military and production environments.

EDUCATION

Code Institute
Diploma in Full Stack Development   **Ongoing**

Wiltshire and Somerset College
NVQ Level 3 Telecommunications   **2014**

Leicester College
NVQ Level 2 Electrotechnical Technology Installation   **2010**

The Robert Smyth School
12 A-C GCSE inc Maths, English, ICT   **2008**

WORK EXPERIENCE

Hivestack   **March 2022 - Present**
Platform Support Specialist EMEA
Provide high level technical support to clients across the EMEA and wider regions.
Answer and support clients in their technical requests.
Identify, troubleshoot and resolve technical issues related to the platform to ensure prompt resolution.
Diagnose and escalate issues to Engineering when appropriate.
Collaborate with teams when required.
Give feedback and insights to the relevant teams on features that would improve the overall customer experience.

Crane   **August 2018 - March 2022**
Software Support Coordinator
Manage corporate installations of Crane software and Web Services.
Be able to remote in and observe installations so can troubleshoot.
Support Crane Companies, Distribution Partners and End Users globally.
Be able to communicate with corporate IT departments on requirements and security
Act as expert on what operating systems and databases we should support
Customer facing, potential overseas travel and onsite installation
Generate customer software URS (User Requirement Specification)
Liaise with Engineering and subcontract software engineers on customer requirements
Commission software projects and training customers
Technical sales support
Testing Crane software and products and problem solving.

Atlas Copco **August 2017 – August 2018**
Software Service Engineer – Contracted by Jaguar Land Rover
Responsible for providing both on-site and remote real-time technical support for critical IT and Network systems in a manufacturing environment. This includes the monitoring and maintenance of a LAN, including servers, network ports, cabling and associated client's hardware and software involved in the mass production of the customer's product. Working alongside different departments including Projects, Sales and Engineering to provide appropriate solutions to the customer's requirements. Conducting data, log file and system analysis to rectify performance and configuration issues. Maintain and update incident logs and deliver detailed incident reports to fit the customer's requirements.

Labwaste Ltd **2015 - 2017**
Logistics Manager
I started out as an ADR driver, driving vans and HGV vehicles around the country collecting hazardous waste and chemicals. After working for the company for a few months I was internally promoted to Logistics Manager. With this position came extended pressures and responsibilities. These include routing and briefing drivers each day on their daily routes comprising from 1 to 15 jobs a day across 15 drivers considering the costs and profit included in these jobs. Another aspect of the job is to contact the customers we service both via email and telephone. Ensuring the drivers complete daily vehicle checks and maintain their vehicles to a high standard. Although employed as Logistics Manager I do also partake in ensuring drivers and yardmen comply with the health and safety rules of our hazardous waste yard.

ADR Network
Primark Delivery Driver – HGV Class 2 **2014-2015**
Delivering between 100-800 parcels to single or multiple Primark stores across the UK.

Disney Distribution Centre, Magna Park
Inventory Control
As part of the inventory control team I was responsible for locating and correcting Items that had been incorrectly scanned in or out of the distribution centre. Using the MS Excel spreadsheet I would keep control of stock inventory and make amendments to ensure our stock levels were always correct.

HM Armed Forces (Army)
Communications Systems Operator **2010-2014**
I ensured that the communications network was working well for soldiers and commanders on the battlefield. I engineered and operated digital radio systems and satellite communications. I performed routine safety checks on vehicles and equipment. Maintained and updated incident logs.

Electrician **2010**

Waiter/Chef **2009**

INTERESTS/PERSONAL EXPERIENCES

Whilst being in the Armed Forces I have developed a lot of sporting interests and also experienced a wide variety of cultures. These included:
- Skiing Championships
- Army Football
- Army Athletics

- Army Cross Country
- Army Triathlon

One of my most rewarding and memorable experiences is being deployed to Afghanistan and helping to run a busy Helicopter Landing Site. We did this with many other nations and it helped me develop an understanding of other cultures ways of life.

DRIVING LICENCES

I hold the following licenses:
- Category C
- Category C+E
- DQC
- ADR 1-9 (Including Explosives and Radioactives)

ATTRIBUTES

Enthusiastic
Familiar with project management
Familiar with Microsoft packages, Web Services, SQL and Asp.net
Able to write queries and support SQL Server Express
Familiar with Android OS and apps
Familiar with Servers and Client installations
VB scripting
Communication – Wi-Fi, Ethernet, Bluetooth, USB, RS232
HTTP and web-based systems
Team player
Familiar with MS Office and MS Project
Written and Verbal skills

REFEREONCES

Available upon request.