

JACOB POINTON

TECH SUPPORT/DATA MANAGEMENT

PERSONAL SUMMARY

I am a curious self taught individual whom has an abundance of knowledge/experience within the IT sector specifically data management and front line tech support. I've had experience of using SQL in a working environment and posses knowledge within Go-Lang and Python as a personal hobby.

HOBBIES & INTERESTS

- Business & Economics
- Political Science
- History
- Reading
- Coding
- Entrepreneurship
- Podcasts & Music

WORK SUMMARY

Administrative Support

Leeds City Council | 2016 - 2019

- Answering Queries from team inbox / incoming phone calls from stakeholders
- Communicating key information & processing documents to correct individuals
- Data inputting & Quality assurance

Application Support / Data Management

Leeds City Council | November 2019 - June 2021

- Front line IT support via answering help desk tickets
- Data Validation and Querying discrepancies within data sets
- Internal Project support and lead
- SQL Administration / Scripting
- New user application onboarding & FAQ guidance
- User Management of 5 different applications
- Team Website management in SharePoint

CONTACT DETAILS

7 Medley Street
Castleford
West Yorkshire
WF10 4BB
Phone: 07597951117
Email: Jacobp1997@live.co.uk

EDUCATION BACKGROUND

New College Pontefract 2013 – 2016

- Business Studies
- English & Maths - C grade
- Applied Science
- Media Studies

References

Previous Line Manager (Administration Support)
Name: Jyoti Patel
Email: Jyoti.Patel@leeds.gov.uk
Phone: 07941004783

Previous Line Manager (Application Support)
Name: Lee Parkinson
Email: Lee.Parkinson@leeds.gov.uk
Phone: 0113 378 5440

Ex Work Colleague
Name: Rhena Khan
Email: Rhena.Khan@leeds.gov.uk
Phone: 0113 378 5256