**Jadon White**

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**Jadonportfolio.co.uk**

**Personal Profile**

I am a committed individual who is keen to develop as a software developer I would like to gain more formal qualifications working alongside skilled individuals to gain experience in the industry. I have been told that I am a quick learner I am happy to work with or without close supervision. I am an excellent timekeeper with strong problem-solving skills and have a basic understanding of safety, products, and risk assessment.

My main career goal for the future is to start my own company which will focus mainly on IT and software development, to achieve this I have been honing my technical knowledge and skills. To achieve this, I have been honing my technical knowledge and skills. The skills I have gained in pursuit of my goal include the ability to successfully assess and solve both software and hardware complications a PC or laptop system has, being able to use various coding languages including HTML, CSS, JavaScript, and Python, to simplify task and the skills to diagnose network connection issues.

**Education and IT Training**

**30-10-22 / 2023-Present** **Just IT Training Ltd, London**

**Digital Skills Bootcamp: Software Development**

A twelve week intensive bootcamp covering the fundamentals of Web and Software development.

**2019 – 2021 Southwark College**

BTEC Level 3 IT Extended Diploma (Grade Distinction\*)

**Year 1 (2019 - 2020)**

**Unit 1** – Communications & Employability **(Distinction)**

**Unit 2 - Computer** Systems **(Distinction)**

**Unit 3 –** Information Systems **(Distinction)**

**Unit 4 –** Impact of the Use of IT on Business **(Distinction)**

**Unit 6 –** Software Design and Development (**Distinction)**

**Unit 7 –** Organizational System Security (**Distinction)**

**Unit 9 –** Computer Networks **(Distinction)**

**Unit 18 –** Database Design (**Distinction)**

**Unit 42 –** Spreadsheet Modelling (**Distinction)**

**Year 2 (2020 - 2021)**

**Unit 8 – e**-Commerce **(Distinction)**

**Unit 11 –** Systems Analysis and Design **(Distinction)**

**Unit 12 –** IT Technical Support **(Distinction)**

**Unit 14 –** Event Driven Programming **(Distinction)**

**Unit 17 –** Project Planning with IT **(Distinction)**

**Unit 21 –** Data Analysis and Design **(Distinction)**

**Unit 23 –** Human Computer Interaction **(Distinction)**

**Unit 28 –** Website Production **(Distinction)**

**Unit 30 –** Digital Graphics **(Distinction)**

**2014 – 2019 Westminster Academy Secondary School**

* GCSE Math's (Grade 6),
* GCSE English Language (Grade 6)
* GCSE English Literature (Grade 6)
* GCSE Combined Science (Grade 7 - 6),
* GCSE Geography (Grade 5),
* IT (Grade C),
* Business (Grade Distinction)

**IT Skills**

**Software Development Skills:**

* Python
* Electron Framework

**Web Technology:**

* HTML
* CSS
* JavaScript
* MySQL

**Core Programming Languages:**

* JavaScript
* HTML
* CSS
* Python

**Employment History**

**2021 – 2022 (6 Months)** **No Problem IT, SE27 9SW**

**Support Technician Apprentice**

My main roles at No Problem IT were: Answering phones and dealing with customer problems remotely, Ticketing problems, Handling in-office computer repairs including phones, laptops, desktops and all in ones, updating client databases, updating client payments and using cloud deployment software in new machines for a new staff of a company.

Answering phones meant I had to communicate with customers professionally and politely which helped me to develop and showcase strong verbal and customer service skills. We had many clients who weren’t always able to answer the phone, so I had to develop skills writing and structuring emails professionally.

As No Problem IT has a smaller team, I had to make sure to keep clients reassured whilst communicating with my team to see who’s available to take over tasks outside of my skill level and experience, however I made sure to run the usual troubleshooting and take notes to give to my colleague to save time.

**2017(2 Weeks) Pimlico Library, SW1V 3ED**

**Librarian Assistant**

My main role at the Pimlico library were: Interacting with customers over the phone and in person, handling money when customers paid overdraft, clearing overdue payments on a system, renewing book rentals, organize books in the right places and handle correct disposal of documents.

Since the library was part of a school, I had to quickly adapt to the book sorting system and new software used as there were many books to return to the right places. I was also tasked with helping some of the older customers to use the computers and print the documents they needed, which at the time I haven’t done before so I had to change my thought process to one an older person could understand.

**2018(2 Weeks)**  **Fulham Café,**

**Waiter**

My main roles at Fulham Café were attending to customers, bringing food and taking away customer plates, helping at the lunch hour, dealing with cutlery and making dining area presentable.

The café was a small but popular one which means that there were many customers throughout the day especially the lunch hour. Working alongside another intern we had to make sure the tables were clean and cleared for the next customers in a timely fashion, assigning roles to each of us one to wipe the table while the other takes the plates.

**Interests and Achievements**

**Computing:** In the past, I have helped friends pick out and build PCs from scratch whilst keeping the PC in their budget and fit for purpose. This includes selecting the case, motherboard, CPU, GPU, RAM, power supply and storage. I have also given advice and helped troubleshoot issues that people may have with their systems and helping them identify the problem with their system. An example of when this occurred was late last year when a friend’s new PC was crashing repeatedly after an hour or two of use, with my experience I was able to identify the issue as an overheating issue and advised him to reapply thermal paste to his CPU and alter the configuration of his cooling fans which solved the issue. As I have recently used a laptop very often, I have come across performance and storage issues which I have been able to resolve by purchasing and installing laptop RAM and SSD storage by opening the laptop and accessing its components. I have experience using the framework Electron JS and have used to develop personal projects.

**Hobbies:** In my free time, I have been learning piano which has taught me patience, control, the importance of proper technique and to learn things at a slower pace and take my time with what am trying to accomplish. These skills I have applied to my programming and when fixing home laptops and systems, which I believe has significantly reduced the number of errors I make when experimenting and has made me develop positive habits to write detailed notes and break harder subjects down into multiple steps. Another hobby I have is design and animation, designing and combining different colours and themes to create creative and instilling animations and UI. This has taught me to always consider how someone else will interpret an image or layout, which can be applied to IT as the user experience is one of the most important factors to consider.

**References available upon request**