

## PERSONAL STATEMENT

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An educator with over 5 years of experience in a global setting (US, UAE and the UK). Proven ability of deploying graduate level knowledge in Sports Science to lead teaching engagements for biology and physical education. Demonstrable ability in utilising innovative applications such as Microsoft Teams, Content development and Microsoft virtual academy acquired through qualifications from Microsoft, to enhance student learning and analyse new ways of educating. Although my main experience is teaching I am diving into the world of IT, I have started learn languages such as HTML, Java Script, Python, SQL, React and C# as a hobby. You can check out my projects on my github page, Follow the link above. Alongside this I'm currently learning about Amazon Web Services AWS, working towards my Solution Architect Associate certification. I have worked on many different projects ranging from static html websites to dynamic websites using react and JavaScript which have all be uploaded via AWS S3 buckets and using services such as AWS Amplify.

## KEY SKILLS

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Leadership | Data Analysis in Excel | Microsoft Office | Report Writing | Customer Engagement | Stakeholder Management | Lecturing | Presenting | Project Management

## EMPLOYMENT HISTORY

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### **PTI Digital Group | Nov 2021 – present**

[Technology Support Analyst - Edgbaston Cricket Stadium](#)

- Single point of contact receiving, logging and managing enquires, from customers via telephone or email.
- First and second line support - troubleshooting of IT related problems from industry standard software and hardware, such as mobile phones, laptops, PCs and printers.
- Troubleshoot network issues such as wireless connectivity and ADSL broadband issues.
- Arranging for external technical support when needed or escalating unresolved enquires to senior technical consultants.
- Creating new user accounts, resetting passwords via Active directory.
- Liaising and organising with external vendors in preparation of the Birmingham 2022 commonwealth games (WIFI surveys)

### **DPD | Sept 2020 – Nov 2021**

[Hardware 1<sup>st</sup> line Technician](#)

- 1<sup>st</sup> line support for a logistic network with 56 locations, with same day SLA.
- Preparing & triaging handheld Saturn devices
- Using IT support packages like Airwatch, Salesforce and Sunrise to generate reports
- Updating and managing apps via Airwatch MDM(VMware workspace ONE) for devices nationwide.
- Worked on projects to increase Saturn/mobile infrastructure within 2 new depots nationwide.

### **Ministry of Education (United Arab Emirates) | Aug 2017 – Aug 2020**

[Health Science Teacher](#)

- Oversaw the teaching of biology, physical education and first aid for 150 students (aged 14-18) in Dubai and maintained a 95% pass rate across portfolio of taught subjects

- Delivered lectures and prepared focussed lesson plans that clearly articulated the key learning points for each subject topic
- Authored bespoke reports for each student and communicated with parents the progress being made and the actions in place to address key areas for improvement
- Evaluated and documented student progress through data-analysis in Microsoft Excel using previous year attainments as a tool to benchmark performances
- Adapted teaching and communication style to align with UAE's cultural norms and leveraged this to achieve buy-in from stakeholders (parents, students and teaching staff)

### **Active Adventurers | Sep 2016 – Aug 2017**

#### **Sports Coordinator – Part time**

- Oversaw the planning and delivery of physical education lessons and after school clubs across 7 schools
- Developed personalised lesson plans for students with special education needs (SEN) and engaged with them on a 1:1 basis
- Adhered to relevant protocols on behavioural management from a per school perspective
- Prepared a procurement plan for a school in the Midlands with a detailed analysis on how to deploy a £10K sports equipment budget based on existing pupil numbers, frequency of PE lessons and after school clubs

### **Selfridges | June 2015 – Aug 2017**

#### **Sales Associate – Part time**

- Exceeded targets including an average customer service feedback score of 97% (against a store average of 89%) and a sales per transaction figure of £831 versus a £553 department KPI
- Recruited and trained new staff for the tailoring department ahead of the Christmas period
- Collaborated with senior buyers for the menswear department to provide feedback on key trends and customer requests
- Leveraged insights from previous year sale figures (i.e. increased turnover around events such as graduation) to predict present year customer behaviours and developed focussed shop floor merchandising strategies to generate greater income revenue

### **Challenger Sports (United States of America) | Jun 2014 – Jun 2015**

#### **Sports Director**

- Project managed the planning of football camps in America which hosted over 200 participants (aged 3 – 16) and 20 members of staff during the month of June in 2013 (Chicago), 2014 (Charlotte) and 2015 (Colorado)
- Created multiple different training sessions in order to facilitate each attendee being able to participate to the fullest irrespective of technical ability
- Engaged with participants and parents to develop post camp training plans

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## **EDUCATION**

### **University of Worcester | 2011 - 2014**

BSc, Sport Coaching Science & Development | 2:1

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## **QUALIFICATIONS**

### **Microsoft | 2019**

Innovative Educator

### **Amazon Web Services AWS | 2021**

Cloud Practitioner