

# Jake Davis

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**Portfolio:** jake-jd.github.io

## **Personal Profile**

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I am currently seeking a role within the software development sector. I have a real interest in this field and enjoy researching new software and programmes. I have good communication skills and listen carefully to others and follow instructions. I am fluent in English and Spanish. I have had the opportunity to gain valuable work experience and fully comprehend what is expected of me in a professional workplace. I enjoy problem solving and working within a team to achieve results. Some coding languages I have studied are Python, Javascript, HTML, CSS, SQL, Java. I have also gained the Foundational C# with Microsoft qualification.

## **Education and IT Training**

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**11/2022 - 03/2023**

**Just IT Training Ltd, London**

**Digital Skills Bootcamp: Software Development**

A twelve week intensive bootcamp covering the fundamentals of Web and Software development. Some of the coding languages we have covered are HTML, CSS, Python, Javascript and SQL. During this course I have created a website and a few projects.

**10/2020 - 03/2022**

**LDN Apprenticeship level 3 - Equivalent to A levels**

I have attended college one day a week and the other 4 days in the office. I studied a wide range of areas within IT from hardware to software. The qualifications from this apprenticeship are listed below.

**BCS qualifications:**

- Level 3 Infrastructure technician (Grade: Distinction)
- Networking and Architecture
- Mobile and operating systems
- Cloud Services
- Business Processes
- Coding and logic

**2013 - 2018**

**Brampton Manor Academy, London**

**GCSE:**

Combined science: Trilogy 7-7

English Literature 6

Computer science 5

History 5

Spanish 7

Psychology B

English Language 6

Religious Studies 6

Maths 5

## **IT Skills**

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**Programming Languages:** Python, Javascript, HTML, CSS, SQL, Java

**Projects:** jake-jd.github.io

**IT:** Active Directory, Jira, Virtual Machines, AWS WS, Azure, Intune, Okta, SSO, G Suite Admin, CMD commands, Network Troubleshooting, Security Groups, Hardware / Software skills, Microsoft 365, Hornbill.

## **Employment History**

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**07/2024 - 12/2025**

### **Junior Service Desk Analyst - Age UK**

I support the Age UK London office with any tickets on Hornbill and walk-ups within the office. I support the AV equipment in the Teams rooms, Asset management on Hornbill, Microsoft 365 groups and licensing, AD tickets, compliance issues on Azure / Intune and other general hardware and software requests. I also completed a Power Apps project where I allowed users to create or edit job profiles. The power apps displayed software, hardware and access they needed, it also allowed them to make a request to create a new job profile or edit an existing one which would then be saved to SharePoint.

**10/2023 - 01/2024**

### **Tier 1 Customer Support Engineer - Bcrypt**

I worked as an application support engineer in London. I installed Windows 10 / 11 onto virtual machines using VMware to try and replicate issues users were having. This also included setting up and creating my own Active Directory, linking other VMs to it and creating my own security groups.

**10/2020 - 03/2022**

### **IT Support (part of the apprenticeship) - Funding Circle**

I have had the privilege to work in an IT help desk team. I have learnt many skills in problem solving, communication and using different technologies such as G Suite admin, AD, Okta, Jira, Intune, Azure and Amazon Workspace (AWS WS). In addition to this, as this is a level 3 Infrastructure apprenticeship I have also attended college one day a week and gained a level 3 Infrastructure Technician distinction with a few other additional qualifications.

## **Interests and Achievements**

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**Computing:** I have always been interested in computing from a young age, which means I have learnt how to make my own PCs, solve internet issues, help fix many different bugs, software and hardware issues both on my PC and other family members (and clients if you include work) who have technical issues with their tech devices. I am also learning how to repair laptops and projectors. Of course I also enjoy coding and currently spend most of my spare time learning and creating coding projects.

**Hobbies:** I really enjoy reading if I manage to find a book that interests me, in addition I enjoy video games, and youtube tech videos. I also like practising my Spanish and occasionally studying Japanese.