

Jarrad Baker

linkedin.com/in/jarradbaker/

EDUCATION

Wyedean School & Sixth Form Centre (2005 – 2011)

South Gloucestershire & Stroud College (2011 – 2013)

BTEC level 3 IT extended diploma – Grade: MMM

Bangor University (2015 – 2020)

BSc (Hons) in Computer Information Systems

HOBBIES & INTERESTS

- Fixing and repairing computers.
- Programming.
- Gaming and Game Dev using C# and Unity.
- Web Development
- Music.

SKILLS

- Web development using HTML, CSS, and Javascript and Python
- GIT and Github
- A moderate understanding of several programming languages including Python, Java, PHP, SQL, and C#.
- Enjoys solving problems.
- Impeccable Customer Service skills as outlined in my work experience.
- IT Support - Repairing and building computers, triaging a plethora of issues, and providing 1st line, 2nd line, and occasionally 3rd line support, along with network security/implementation.
- Good communication skills, both oral and written.
- Can lead, and work as part of a team, as well as on my own.
- Active Directory experience through previous employment.
- Supporting Office 365 applications through work, as well as university.
- Willingness to learn new things, as well as improve my current knowledge.
- Backing up and Restoring data for issue/error replicating and troubleshooting.
- Power automate and Microsoft forms – Building automated flows for work processes like the creation of new starter accounts, deactivation of leavers, and automatically populating document libraries on Sharepoint.
- Sharepoint administration – Creating sites, document libraries, maintenance.

WORK EXPERIENCE

IT and System Support Technician – Specialised in power automate and flows

Indigo Telecom Group (June 2021 - Present)

Address: 102 Wales One Business Park, Magor,

Role consisted of providing first line, and second line support to all internal users through a plethora of various fixes for services (Active Directory, Microsoft 365 suite, including Sharepoint, Azure, Outlook etc..), as well as managing, and helping in the design of the new helpdesk. Also handling new builds for machines, including mapping drives, setting up VPNs, and managing the devices through M365 Azure, and Intune, as well as setting up new FOBs for accessing buildings, and repairing machines. Automated various work processes through my programming skills using Microsoft Power Automate, and Microsoft forms. My start date for this role was during the first day of migration, so have a lot of experience migrating users and various systems.

IT Support Analyst

QTAC *Temporary* (Feb 2021 – May 2021)

Address: Unit 4, Apak House Badminton Court, Station Rd, Yate, Bristol BS37 5HZ

Role consisted of providing software support for the company's payroll software, as well as performing remote install on both local machines for single users, and server installs for many users. Main issues include database connections/settings causing errors, folder permissions, restoring databases through SQL management studio, submissions to HMRC.

IT Support Analyst

CGI IT UK (Oct 2020 – Dec 2020)

Address: Waterton Industrial Estate, Brocastle Ave, Bridgend CF31 3TR

Role consisted of providing technical IT support to end users over the phone, and remoting onto their devices. Fixes ranged from diagnosing hardware/software faults, outlook and other Microsoft office fixes, VPN issues, driver installs/repairs, regedit fixes. The contract I worked on was with the MOJ. The role uses the ticketing software Service NOW, so I have experience using ticketing systems/software.

Volunteering

OXFAM BANGOR (Nov 2018 – Dec 2019)

Address: 301 High St, Bangor, LL57 1UL

Role consisted of running and maintaining the online shop for the branch. This meant researching products to provide them with a correct valuation, handling and dispatching orders, photographing and listing products, and posting a few social media posts. The role also included customer service, and face to face selling at the till.

Customer Service (Phone Bank)

LLOYDS BANK (2012 – 2013)

Address: 7 Malthouse Ave, Pontprennau, Cardiff, CF23 8RA

Role consisted of providing Customer service, and account support to customers of the bank. Another key aspect of the role was spotting financial difficulty, and advising customers on the correct procedures, and techniques for keeping their finances under control.