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| JB Objective Implementation of skills whilst creating and improving to become better. Skills HTML, CSS, WordPress, Bootstrap, JS, CompTIA, Active directory, Cisco, Bez UEM, Windows server 2008, Microsoft Office (Access, Excel, PowerPoint, and Word), Flywheel, Laragon, MAMP, Cpanel. | |  | | --- | | Jason BurnsIT Field Service Engineer/ Freelance Developer |  ExperienceFreelance Developer • JDB Web Designs • 2020 – Current Working with WordPress and custom designs on freelancing projects, updating, maintaining and creating sites for individuals and small businesses. IT Field Engineer • IDE • May 2021 – Sept 2022  * Working for Allvotec until May 2022, then underwent a TUPE to IDE. * Service Engineer based in Whitehaven office to service customer sites all over Cumbria Area. * Perform Break Fix on all supported IT equipment (desktop/laptop/tablet/printer/phone/ mobile devices) where a known fix is available, ensuring normal service is restored as quickly as possible (or a work around provided) with minimal disruption to the customer, ensuring the customer is kept fully up to date with progress * To replace consumable kit when spares are available, enabling a quick resolution with minimum inconvenience to the end user * Manage individual queues to given targets with zero intervention from Team Leader * Ticket logs maintained in a timely and efficient manner (in line with SLA’s) * Constantly review all tickets in individual queue (supporting set KPI’s) * Working to aid avoidance of SLA breach on tickets and Managing aged tickets to closure. * Break fix of hardware, software support, small request fulfilment, projects, printer repair, stock room duties, computer build room function , admin duties to keep customer hardware database up to date as well as updating calls. * Diagnosis of faults and good understanding of operating systems * Good interpersonal skills and able to converse with users on all levels. Good understanding of IT hardware and software including rebuilding computers and stripping down components for replacement. * Providing IT support to sites through Cumbria. Fault fixing with both hardware and software components, Device rebuilds and service installations. Use and maintaining of servers and knowledge with Active Directory. * Solve and support of basic IT incidents, with MS Windows, MS Office, email, internet browsers, collaboration tools, individual network connectivity, personal file/storage, and standard applications in the software basket. * Provide support for access issues / password resets (Domain PW, Bitlocker PW, Applications Login, PKI Card). * Provide guidance and answer questions related to IT services and tools. * Support user requests for status and/or resolution of existing tickets. * Perform hardware diagnostics onsite and create tickets for more advance issues for dispatch to 3rd level support groups. * Provide incident support and setup assist for email issues on standard mobile devices.  Support Worker • Alabare • 2020 – 2021 Working within a team to provide mental health support to residents thought Wiltshire. Assistant Manager • Grateley House School • 2018 – 2020 Coordinating two private SEN schools during the nights, ensuring the safety and welfare of all staff and young people within the service are safeguarded. Support Technician • Juniper • 2016 – 2018 Providing technical support to residential and business customers including broadband and telephony faults, router configurations, general email issues. Bus Driver • Stagecoach UK • 2006 – 2016 Bus driver thought the north west of England Healthcare Assistant • Blackwell Vale • 1999 – 2006 Supporting service users within a large care facility Education**BSc (Hons) Computing And IT** • Started in 2020 • OU Studying a wide range of modern computing topics including programming, networking, web development, databases, object-oriented programming, internet technologies, cybersecurity and other specialized subjects. **Information Technology Level 3** • August 2021 • Stonebridge College Completion of a level 3 in Information Technology. Studied concepts such as Data flow, system flowcharts, Graphics packages, System life cycles, Security of data, Operating systems and so on. **Complete WordPress Business Course** • April 2021 • Udemy Awarded by Udemy for completing 26 hours of WordPress related projects from basic to advanced CMS set up and development. **Responsive Web Design** • February 2021 • FreeCodeCamp Awarded by FreeCodeCamp for completing 300 hours of study in responsive web design which included 5 projects. **Webmaster Level 3** • December 2020 • open Awards Awarded by Open awards in recognition of a one-year study in HTML, CSS and JavaScript where I achieved a distinction for my work. **WordPress Developer** • December 2020 • Lead Acadamy This was a twenty module course in WordPress development covering all the basics through to security and SEO. **Webmaster with HTML and CSS** • November 2020 • Distance Learning College This was a one-year study in web development with HTML, CSS and JavaScript where I achieved a distinction for my work. **CompTIA A+** • June 2020 • IT Licence Completion of both Core 1 and 2 and certified by IT Licence. CompTIA is a performance-based qualifying credential for technical support and IT operational roles. **level 3 in Python** • August 2018 • Open awards Awarded by Open awards in recognition of an advanced one-year study in the programming language of python where I achieved a distinction for my work. **BCS Level 2 Certificate in IT user Skills (ECDL CORE)** • June 2018 • BCS I spent a year working on the higher level ECDL and have been certified by the British Computer Society to a high standard in the use of Word, Excel, Access, PowerPoint, Internet usage, Email, IT security and fundamentals Volunteer Experience or Leadership I spent two years as an assistant manager for Cambian group. I was placed in charge of managing two sites during the night containing about 70 young persons and approximately 20 staff in total. |