**Terrez Richards | IT Escalations Engineer**

**Location:** 71 Long down Avenue,

Bristol

BS16 1FT

**Email:** terrez3@hotmail.co.uk

**Tel:** 07432 616517

**Date of Birth:** 22.06.1996

**Current Professional Profile**

IT Escalations Engineer, proficient in 2nd line support and to overlook the IT service desk team. Experienced expertise in providing professional customer service, technical and to a wide range of dental practices nationally.

Experience in cyber security, server maintenance, monitoring system networks, the configuration of computer systems, diagnosing, technical documentation and resolving faults.

Passionate about technology and take personal pride in delivering a consistent quality service by documenting each step taken for investigating more complicated tasks.

**Core Skills**

* Analytical – collect and analyse information.
* Problem Solve- through critical thinking and making decisions.
* Communication – I make a conscious effort to support staff with IT issues through planned and daily stand-up meetings.
* Dependability – I track my work and see it through to a conclusion. I am used to working to tight turnaround times and meeting designated deadlines.
* Flexibility – I am used to multi-tasking, adaptable and can manage change.
* Teamwork – Able to work independently and collaborate with others.
* Time management – Managing time effectively and efficiently
* Performance and target driven - I am always seeking new opportunities to learn and to challenge my skills.

**Self-Taught Developer Profile**

I am heavily invested in developing my coding ability in pursuit of becoming a self-taught developer and have done so through in-depth courses such as Codecademy, W3Schools, Udemy, Coursera and Mozilla Developer Network.

I participate in forum collaboration to help problem-solve for other learning developers. Alongside helping others, I consistently debug my code if errors may occur with the intended purpose to test and create reusable code for a faster development cycle for the projects involved. I have constructed client-sided projects deployed through GitHub Pages to improve my fundamentals and to demonstrate my strong understanding using HTML5, CSS3 and JavaScript ES5/6 with ever-growing experience using frameworks such as jQuery, React.js and Bootstrap 4.

A test of my knowledge, progression and interpretation has improved with the use of the JavaScript hoisting method, debugging errors in code, memory management and HTTP requests through GET and POST methods. To demonstrate this method in a practical sense, I’ve made applications that use location data to determine weather forecasting to URL shortening and word searchers.

**Education and Employment**

2018 – Present Bupa Dental Care, IT Escalations Engineer

2017 – 2018 Bupa Dental Care, IT Service Desk Analyst

2016-2017 Lyon Davidson Solicitors, 1st Line IT Analyst

2015- 2015 City of Bristol College

2012-2014 St Brendan's Sixth Form College

                     BTEC Diploma in Business Studies and English Language

2010- 2012: Downend Secondary High School

**Qualifications and Courses Completed**

Codecademy Learn Intermediate JavaScript

Codecademy Debugging JavaScript Errors

Codecademy Learn JavaScript

Codecademy Learn CSS

Codecademy Learn HTML

**Level 3 Computing Software**

Computer systems

Information Systems

Software Design and Development

Event-Driven Programming

Project Planning with IT

Database Design

Website Production

Digital Graphics

Computer Animation

**A Levels**

Graphics Communication

Fine Art

Computing Software 90\* Credit

Business Studies

**Interests and Activities**

On weekends you will find me coordinating gaming events and conventions in Bristol. I act as a community leader for the Group which involves; liaising with and booking venues, ensuring the necessary equipment is available and accessible for members before the start of each event. Collecting and banking fees and arranging a meeting to discuss and reaffirm the direction of the group and its activities.

**References**

Stephen McCallum, Head of IT Service Delivery, Bupa Dental Care

[stephen.mccallum@bupadentalcare.co.uk](mailto:stephen.mccallum@bupadentalcare.co.uk)