

Kurt Pritchard
Location: **Middlesbrough**
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Personal Summary

IT Third Year student, currently studying BCs IT at the University of Teesside. With an in-depth knowledge of the principles of Project Management (including Scrum, Agile, and Prince2), Hardware, Networking, and Software. I have expertise in the Microsoft Office Suite, Photoshop, along with an understanding of HTML, and CSS. I am due to gain a BSc in IT (expected 2:1) I also have a Level 3 Extended diploma in Systems Support and Networking (awarded D*D*D).

Core Skills & Achievements

- Desktop Support
- Networking
- First Line Support
- Excellent Customer Service Skills
- Empathetic & Understanding
- Diagnosing Hardware & Software Faults
- Systems Security
- Team & Project Management
- Strong Time Keeping & Organisational skills
- Attentive listener

Work Experience

Impression Embroidery – Romford (Remote)

***Volunteer Web Designer E-Commerce System* January 2016 – Present**

Reporting directly to the owner of the business in creating and upgrading their current systems. Responding to queries in a timely and accurate manner to the satisfaction of the business owner. I have also worked in store, and I am trained in Direct to Garment application, Sublimation Printing, Embroidery Decoration, and Vinyl Printing. I also have experience in dealing with customers face to face, and over the phone.

Duties:

- Creation of the E-Commerce system.
- Listing products within the system.
- Investigating any issues with the system, reporting back, and fixing them appropriately.
- Communicating with Third Party technical specialists.
- Configuring HTML, and CSS where needed using the BluePark system.

Middlesbrough College

***IT Technician* June – September 2014**

Placed in a team of three people, I was responsible for ensuring that the Computer Facilities were up to standard for the wave of new and returning students to the College.

Volunteer Experience

Hotel Carlill August – November 2018

Helping to renovate a well-known, and historically listed hotel in the heart of

Whitby's West Cliff. Duties included Cleaning, and Renovating the Hotel, and photographing the Hotel.

The Black Box 2011-2012

Working in an alternative shop in Stockton, my duties included Customer Service, Money Handling, Cleaning, and Stock Management. Sadly the store closed in 2013, but the experiences I gained from having worked there were invaluable.

Academic Qualifications

BSc (Hons) IT (Awaiting Grading (Expected 2:1))
Teesside University

Level 3 Systems Support & Networking (Distinction*Distinction*Distinction)
Middlesbrough College

Interests

Photography

Deep interest of DSLR Photography, Photo editing, and Image Composure.
Travelling to new and unique places to capture images and sharing them online.

Reading

Deep interest for reading in all formats, whether that be research articles relating to Technology, or reading classics by Orwell, Wells, or Lovecraft.