

# Robert Sizeland

## Coding Bootcamp Student

Hemel Hempstead HP1 3np

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I have taken some time away from employment to pursue my passion in software development. I am currently enrolled in Code Institute's Full Stack Software Development Diploma.

HTML - Proficient

CSS - Proficient

JavaScript - Proficient

Python - Learning

## Personal Details

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**Driver's License:** AM, B, Cars

**Eligible to work in the UK:** Yes

**Highest Level of Education:** A-Level or equivalent

**Industry:** IT Operations & Helpdesk

**Total years of experience:** 7

## Work Experience

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### IT Support Technician

Peerless AV - Watford

March 2022 to May 2022

Maintaining the 1st and 2nd line technical support to UK head office and remote workers based in UK and EU. Ensuring all support calls and requests are dealt with appropriately and in accordance with defined ISO policy and procedures. Install, setup and configure IT equipment for users – such as new PC/laptops and printers. Remote controlling PC's to resolve issues for users based at home or in the EU. Network troubleshooting / Wifi within the office. Server Support including use of Vmware. User account administration, consisting of 365 Admin, AD, Airwatch and more. Policy and Procedure documentation. Responsible for nightly backup. Escalating unsolved problems to the IT Director. Working closely and building a rapport with suppliers.

### Infrastructure Support Analyst

Sopra Steria - Hemel Hempstead

March 2022 to March 2022

Supporting the 1st line Service Desk with hardware and software queries. Building, configuring and troubleshooting Desktop and Laptop systems to corporate specifications. Responding to incident requests, internal work orders and other issues assigned via the Service Management tool. Installing and maintaining network printers and using remote software to assist end users. Installing encryption software and adding users to Active Directory software groups.

## **IT Technician**

RSK Group - Hemel Hempstead

January 2017 to February 2022

Providing and responding to 1st, 2nd and occasionally 3rd line IT helpdesk support requests from internal RSK staff using the phone, email, Helpdesk and face to face. Troubleshooting and resolving hardware and software issues. Setting up and configuring laptops, desktops and other IT equipment. Installing, upgrading and updating software on a regular basis. Assisting in IT projects and upgrade when required. Data archiving and ensuring security of IT infrastructure.

## **Technical Consultant**

Herts for Learning - Stevenage

January 2016 to December 2016

I would need to go to different schools around the Hertfordshire area representing Herts for Learning by sorting out any technical issues that may have come up during the week. Mostly, it consists of software issues, but it would also include hardware such as printers, iPads and projectors. I would also need to build good relationships with the schools and make them happy, this means I make sure I talk to each member of staff and ask if they had any problems or to report what I've done for the day.

## **Knowhow Technician**

Currys PC World - Hemel Hempstead

September 2015 to February 2016

My role was to be the face of the company. I needed to greet customers and make them feel welcomed, I helped them with any technical questions they had to the best of my ability. I also had customers calling the store in which I picked up and answered any questions or queries they had.

## **Lifeguard**

Nuffield Health - Hemel Hempstead

November 2012 to August 2015

I had to watch over two pools and monitor safety among the adults and children. I also had to clean up the pool and around the building. Also, I needed to perform lifesaving if the need occurred.

Tesco - Hemel Hempstead

Customer Assistant

1 Week

## **Education**

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### **A-Level or equivalent**

West Herts College

September 2013 to June 2015

John F Kennedy Catholic School

September 2008 to June 2013

## **Skills**

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- Desktop Support

- Help Desk
- Network Support
- IT Specialist
- Information Technology
- Computer Repair
- IT Experience
- Service Desk
- Active Directory
- Mac OS
- Technical Support

## Languages

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- HTML - Fluent
- CSS - Fluent
- JavaScript - Intermediate
- Python - Beginner

## Additional Information

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### Key Skills

- Proficient in IT
- Patient
- Confident
- Determined
- Team or individual work
- Communication

### Qualifications

IT - BTEC - Level 3

English - GCSE - C

Maths - GCSE - B

Chemistry - GCSE - C

Business Studies - GCSE - C

R.E - GCSE - C

Physics - GCSE - D

### Interests and Achievements

I have always been interested with computing and technology from a young age. Since my father was a computer engineer for HP, computing had always been a large factor in our family. I have always enjoyed using computers and I spend a lot of my time online researching and learning more about them. Currently, I am taking Microsoft Certifications in my free time to help boost my knowledge in up-and-coming IT technology. I have also researched online that CompTIA courses are starting to become widely accepted certifications and will be looking into completing courses there too.

## Experience

In my most recent job role I have been challenged with various queries and tickets where I would need to apply myself quickly and efficiently to keep the Helpdesk running as smooth as possibly. Due to this, I am able to decide and delegate myself into which issues are critical for a user to progress working, and then move onto the more less essential problems where I would have a bit more time to take a look at. Before my current role I worked for a company that would assist various schools all over Hertfordshire with their IT infrastructure. This has allowed me to already understand the school environment and build a rapport with the staff at each of the different schools I would visit. I would converse with the staff regarding their needs and take it to my line manager to see what we could do to assist with the future of their IT in regards to the current and upcoming technology.

## Education

During my college days I decided I wanted to pursue IT further after making the mistake of not taking up a GCSE in it. I learnt various aspects to IT which I have used to this current day. My favourite part was working on hardware issues as I had prior knowledge on my way around a PC and loved applying it. Another certification I acquired during college was an CCNA qualification. Where I was able to demonstrate designing a network infrastructure for various uses. Unfortunately, my prior jobs did not have my applying this certification, even after I would ask or come up with ideas. This has led to the certification expiring, but I have been wanting to reacquire it if the job role has a need for me to. As in my free time I like to practice and keep up with my skills.