Robert Sizeland

Full Stack Software Development Student

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I have left my seven-year career in IT support to follow my passion in coding and software development. I am currently enrolled in a self-study bootcamp at CodeInstitute.

My GitHub profile with projects: https://github.com/Kuurosu

My resume webpage (WIP)
Repo: https://github.com/Kuurosu/Resume-Project
GitHub Pages: Rob Sizeland Webpage
The page was created using HTML, CSS and JavaScript. I also utilised the Bootstrap Framework for the CSS styling. The contact page, map and GitHub user repo search are all utilising JavaScript to work. With the contact page using Emailjs to send the emails to my personal mailbox.

CMD-Line Battleships
Repo: https://github.com/Kuurosu/battleships
Heroku page: https://battleships-ci.herokuapp.com/
This project was made to demonstrate my capabilities using purely Python. I'm proud of the logic used within the software as approaching this project was proving quite difficult at the start. But using perseverance and my problem finding skills, I was able to produce a working build with few-to-no bugs.

Rock-Paper-Scissors-Lizard-Spock
Repo: https://github.com/Kuurosu/rock-paper-scissors-lizard-spock
GitHub Pages: https://kuurosu.github.io/rock-paper-scissors-lizard-spock/
I created this web page to allow users to play a more advanced version of Rock-Paper-Scissors. This was made using HTML and CSS, but mostly JavaScript for the logic and interactivity for the game. I was very proud of how this turned out with the colours and imagery used.

Personal Details

Driver's License: AM, B, Cars
Eligible to work in the UK: UK Citizen
Highest Level of Education: A-Level or equivalent
Industry: IT Operations & Helpdesk
Total years of experience: 7

Work Experience

IT Support Technician
Peerless AV - Watford
March 2022 to May 2022

Maintaining the 1st, 2nd and 3rd 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 and relevant software 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 and Hyper-V for local backups and monitoring. 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. I was the only IT member of the EU team and it was under my responsibility that everything was running smoothly and efficiently.

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.

Education

A-Level or equivalent

West Herts College - BTEC Level 3 in IT and Computing

September 2013 to June 2015

John F Kennedy Catholic School - GCSE

September 2008 to June 2013

Skills

- Desktop Support
- Network Support
- IT Specialist
- Active Directory
- Mac OS
- Flask
- Django
- Bootstrap
- jQuery
- PostgreSQL
- Agile Development
- Object-Oriented Programming

Coding Languages

- HTML - Fluent
- CSS - Fluent
- JavaScript - Intermediate
- Python - Intermediate
- C# - Beginner
- C++ - Beginner
- Java - Upcoming

Additional Information

Key Skills

- Patient
- Confident
- Determined
- Team or individual work
- Communication
- Hate-to-disappoint
- Resourceful

Qualifications

- IT - BTEC - Level 3 in IT & Computing

- Maths - GCSE - B
- English - GCSE - C
- Chemistry - GCSE - C
- Business Studies - GCSE - C
- R.E - GCSE - C
  Physics - GCSE - D

Interests and Achievements

Technology was always a huge part of our household. My father was a computer scientist so there was always something he was tinkering with. Being a curious child I would always ask what he was doing and trying to get involved. Growing up I always took an interest in computers and how they work. I loved fixing them and helping friends build theirs. Nowadays, I have turned over to the software side after dealing with mostly the hardware side for the last seven years. When I'm not studying for my projects with CodeInstitute, I'm on CodeAcademy completing the Full-Stack Software path. I also enjoy learning the C# and C++ paths. So far I've completed the Ruby path, and on track to finish the Full-Stack path. I hope to get the certification for that, followed by the C#. I also enjoy learning Japanese on Duolingo, I'm currently on a 463 day-streak!

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.

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 coding a "whack-a-mole" game for android. I greatly regret not taking this further and making software development my career. Instead, I opted for the hardware and networking side as that was what was advised for me. I completed a CCNA during college which has also expired due to not renewing at my time during employment.