Martin Charles

Kettering, UK • mpl.charles83@googlemail.com • 07487 817936 • www.linkedin.com/martincharles

**IT Support Administrator**

Professional and dedicated IT Support Administrator looking to continue career in IT, with recent Implementation and Development department experience in a Field Services company, regulated by the Financial Services Authority, with clients in the Lending and Insurance sectors.

Previous experience gained across a wide range of sectors including Military Service, Transport Logistics and Security.

***Specific areas of interest include:***

|  |  |
| --- | --- |
| * Cyber Security * Networking * General IT Administration | * Programming * IT Support * Hardware |

**Professional Experience**

**Claven Group** – Lamport, UK  **Jan 2023 to present day**

*(Supplier of Specialist Field Services to Financial Services sector)*

**AEGIS Support Administrator (3 Month FTC)**

*Reporting to the IT Manager, responsibilities include general IT support (including ‘project’ related issues including system logons, passwords, iPad upgrades and Help Desk queries) for both the external remote Field Agent network and internal departments.*

*Complying with all GDPR / Data Protection and Information Security principles, in line with company and regulatory requirements.*

**Achievements:**

* Assisting with successful onboarding of new Insurance Client.
* Completion of Fixed Asset Register project complying with all hardware, software and data security disposal requirements.

Recent qualifications include:

**Google IT Support** - IT security / Operating systems / System administration & Technical support.

**Application Development** - Introduction to android mobile application development / Back end development / Front end development / Foundations of user experience (UI/UX) design / Principles of UI/UX design / API’s / Databases for back end development.

**Programming** - SQL structured query language / Python 101 / Programming in Python / Programming with Javascript / React basic / HTML and CSS in depth / Programming fundamentals in Kotlin.

**Rebellion Services** – Kettering, UK **April 2020 to Jan 2023**

*(Carpentry / Handyman Services)*

**Director / Owner**

*My responsibilities included all aspects of running my own carpentry company, including marketing, undertaking projects, invoicing and accounting.*

*(I started the business when I lost my job in lockdown as a way to provide for my family whilst I studied for IT qualifications.)*

**Various Agencies** – Northampton, UK **October 2018 to April 2020**

**(Class 2 HGV Driver)**

*My responsibilities included all aspects of Class 2 driving including delivering caged goods and clothing to department stores.*

**Mick George Ltd. -** Ringstead, UK **May 2018 to October 2018**

**(Tipper Driver)**

*My responsibilities included driving Class 2 32 ton tippers on and off road all over the country, making deliveries in safe and timely manners.*

**Self Employed** *- Kettering,* UK **August 2004 to April 2018**

**(Security, Dog Handler and Door Supervisor)**

*My responsibilities included all aspects of security including running site security, conducting venue and site audits, interviewing and recruiting new staff, dealing with staff issues, invoices and general administrative duties.*

**British Army -** UK **April 2001 to August 2004**

**(Technical Storeman and Combat Medical Technician)**

*My responsibilities included default army duties including rugby matches and medical cover for events as well as running different stores areas (expense, cash, tools and equipment) and ordering and maintaining stock levels.*

*Gained qualification in emergency and primary healthcare and advanced first aid.*

**Education & CredentiALS**

**Combat Medical Technical in Medical Sciences** British Army

**Design Technology** Queen Elizabeth School 1994 to 1999

**MILITARY SERVICE**

**Branch : Ramc**

**Service Country** – United Kingdom

**Rank** – Private

January 2000 to August 2004