Michael Shivers

Location: Belfast   **Availability**: Full-Time
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OVERVIEW

I have recently graduated from Ulster University, and I am currently seeking a full-time job or temporary contract for the next 12 months to enhance my learning and develop my IT skills. I am a hard-working, dedicated and highly motivated person with a keen interest in IT and would welcome the opportunity to join a company that can offer me an opportunity within their IT Department. I am willing to consider any IT related roles and will give my 100% commitment to any tasks and duties I am asked to perform.

EDUCATION

09/2019 - 07/2023 – Ulster University Jordanstown/Belfast:
BSc Hons in Computing Science 2:2

09/2017 - 06/2019 – NRC, Magherafelt:
BTEC Level 3 Extended Diploma in IT - D* D* D

09/2015 - 06/2017 – St Pius X College Magherafelt:
C in Construction, Hospitality, ICT, Maths, English, L.L.W (5 Units) and B in SA Science

I.T. SKILLS

- My experience with languages is C# for course work at BTEC, Python, Java, and PHP for course work at Ulster University and the operating systems that I have experience with are Windows 8.1, Windows 10 as my PC and Windows 7.
- I am creative when it comes to presenting in the form of an IT situation, my Microsoft PowerPoint skills show that I can gain colourful, meaning, and easy to understand presentation while keeping a professional standard throughout. While using code, I can make respectable looking user interfaces as proven with my programming projects at Ulster University. There needs to be the right colour as colour gives off certain moods when being looked at, a straightforward system with meanings and options for the user to use to make sure the user asks the least number of questions for help as possible and has the correct calculations if there are any maths related outputs in the system.
- Strong knowledge of hardware. This skill becomes highly beneficial when acquiring parts and making the computer as there are many requirements when looking for the right parts. For example, all the parts need to be able to fit inside the case and need to be compatible with each other.

WORK EXPERIENCE:

01/2022 – 09/2022: Version 1/The Irish Times

- Engage. Taking on emails and sorting them out into either requests or incidents.
- Assigning tickets to myself and completing the task that is related to the ticket.
- Opsview, monitoring operating systems and servers and investigating for issues.
- Email checks marking any resolved issues that might have happened.
- Assigned to 1-hour sessions throughout the day to upgrade other employee's computers to windows 11 and integrate their work account to the company's system.

06/2018 – 07/2018 & 06/2019 – 07/2019: Castledawson Kitchen Company, CAD / Production
- Worked with Designers to measure customers' rooms, implement measurements into software and design and style to gain a computer-generated room and show what it will look when completed.
- Operated several machines and tools for manufacturing kitchens and bedrooms.
- Transported and helped in fit new kitchens and bedrooms for customers.
- Moved from machine operative to getting trained up to operate a kitchens, bedroom and bathroom software design called ArtiCAD.

11/2016 New Row Primary School: Work Experience
- Organized fridges and cleaned workstations if needed cleaning while following strict hygiene rules.
- Prepared food for hungry students and cleaning dishes after dinner time was over.

ADDITIONAL INFORMATION
- Being in a team and tackling the tasks that need to be done is a preferred position for me although I also work well by myself and improvise conveniently if needed to. For example, coursework in the form of group projects that needed to be tackled. Mainly groups of two were we let each other do half of the code each and keep communication to a high standard.
- I am very easy to talk to and can be talked from other sources if needed to and I try to reply to all the messages or calls that I get. In public, I am open to conversation therefore meetings or general conversations in a work environment will be easy for both me and my fellow workmates. Written communication would be the same. In the form of emails or text messages, I personally was brought up with text messaging and social media. However, I understand and keep priority of when it's appropriate to use each of the written communication examples that I have said in a professional manner.
- I work well under pressure as it helps get the job done quicker and more efficiently while keeping the same standard compared to not being under pressure. I work under pressure by staying calm and staying focused on the task at hand.
- Making friends is a quality that I have which also relates to my good communication with other people. Traditionally, I would make friends and develop trust with people, and then in the working environment, we will tackle it in the best way possible.
- During my time with Version 1 and the Irish Times, I did service deck, which has helped me get better with everything that was listed above and motivates my career path as I like to keep an eye on what I need to improve on.
- I had to do a personal project for my final year and the project consisted of a website that assisted students well-being. The website helped students obtain timetables for their courses and had a chatbot that answered any questions that students might have. The website also had admin accounts for users that can add, edit, and delete timetables.

ACHIEVEMENTS:
- Almost gaining the highest grades in BTEC Extended Diploma in Level 3 ICT (D* D* D).
- Getting my driving licence and been driving for over 3 years now.
- Receiving a conditional offer in the university I wanted to go to.
- Graduating from university.
- Successfully build my PC for the first time.

REFERENCES:
Available upon request.