Micah Athe

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Summary

Dynamic IT Technician and Web Developer with recent experience in IT Technician roles. Proven success in troubleshooting complex IT issues and maintaining robust digital systems. In web development, skilled in full-stack technologies including HTML5, CSS3, JavaScript, Node.js, MySQL, and MongoDB. Known for creating visually appealing, user-friendly websites that perform seamlessly across diverse platforms. Demonstrated ability to collaborate effectively within cross-functional teams, ensuring timely delivery of high-quality solutions. A results-driven professional with a commitment to excellence in both IT and web development.

IT support Technical Skillset
- Operating Systems: Windows, macOS, Linux.
- Networking: IP Address, TCP/IP Protocols, and Subnetting.
- Troubleshooting: Hardware and Software diagnostics, Jira, TemViewer, Microsoft RDP.
- Security: Incident Management, Risk assessment, HornetSecurity.

Web Developer Technical Skillset
- Programming Languages: Java, Python
- Web Development: HTML, CSS3, JavaScript
- Version Control: Git
- Database Management: MySQL, Access

Soft Skills
- Time Management
- Communication
- Adaptability
- Problem-solving
- Teamwork

Work Experience

August 2023 - November 2023 **IT support technician**
Sybarite, London

- Acted as the first contact for remote and onsite issues.
- Through tickets, resolved and guided users with technical issues including desktop, application, and networking either using remote access software or on-site.
- Assembled, repaired, and upgraded hardware ensuring all devices are fully operational.
- Installed and configured operating systems, software, and peripherals.
- Complete regular backups ensuring company data is secure.
- Recorded and maintained an accurate and up-to-date log of all IT issues detected.
- Ensured all software and licenses were updated for improved performance.
- Set up new employees on all IT systems.

September 2022 - July 2023 **Stocktaking Associate**
RGIS UK, London

- Worked in a fast-paced environment, helping a multitude of customers daily and dealing with dozens of inquiries.
- Consistently meet or beat my own personal performance goals, as well as company targets, on a monthly basis.
- Managed the store inventory and ensured shelves were replenished.
- Initiated inventory control measures to sustain stock levels and helped to order new inventories.

March 2022 - July 2023   **Kitchen Porter & bar staff**
                                             Couple, London

- Supporting smooth running of the kitchen production areas and assisting with basic food preparation.
- Washing dishes, both manually and via the dishwasher, cleaning pots, pans, and kitchen utensils.
- Cleaning and maintaining kitchen areas in line with hygiene, health, and safety regulations.
- Sweeping and mopping the kitchen and taking out full bins.
- Carrying out regular quality assurance audits and ensuring compliance with daily cleaning rotas.
- Ensuring the safe storage of all crockery, cutlery, and glassware.

January 2022 - March 2022   **Frontend Web Developer**
                                             HSC RECRUITMENTS, London

- Actively engaged in web creative design and development.
- Implemented responsive web designs with Bootstrap improving engagement.
- Developed front-end interfaces with modern JavaScript frameworks, HTML5, and CSS3 to improve website functionality.
- Developed object-oriented code in accordance with industry and company standards.
- Help customize website content with WordPress improving content management efficiency.

May 2021 — December 2021   **Catering assistant**
                                             ISS, London

- Assisting with the preparation of meals to high standards.
- Food preparation including washing, chopping, and storing appropriately.
- Maintaining awareness of dietary requirements and allergy requirements.
- Cleanse and sanitize the food preparation area including utensils.
- Working alongside Care Assistance to deliver meals to staff and patients in their rooms.
- Maintaining the cleanliness of the fridge and food storage areas including sweeping and sterilizing.

Education

Currently   **CompTIA A+ Core 1 and 2**
                                             CompTIA – London, United Kingdom

May 2022   **Level 2 diploma in Customer Service**
                                             Back2Work – Manchester, United Kingdom

July 2021   **Level 3 diploma in IT (QCF)**
                                             Lewisham College – London, United Kingdom

Languages:
- English: Fluent
- Spanish: Native
- Catalan: Native
- French: Beginner (A2)