

RUJAY WHITEHORNE

United Kingdom · +447487385916

Email: rujayw14@gmail.com

LinkedIn: <https://www.linkedin.com/in/rujay-whitehorne-680917190/>

Portfolio: <http://rujaywhitehorne.com/>

To secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

TECHNICAL SKILLS

- HTML
- CSS
- JavaScript
- SCSS
- Git
- React
- Windows Server 2008, 2012, 2016
- Windows 7, 8, 10
- Microsoft O365
- Active Directory
- DNS
- Cisco Routers & Switches
- Hardware and Software Troubleshooting

EXPERIENCE

NOVEMBER 2021 - PRESENT

SERVICE DESK ANALYST (2ND LINE), ZONAL

- Provide support for a wide range of applications and technologies used across the business, including both hardware and software.
- Own, troubleshoot and solve customer technical issues, using collaboration, troubleshooting best practices and transparency within and across teams.
- Troubleshoot desktop, networking, server, and application related issues.
- Evaluate and escalate support calls to other support teams where appropriate.
- Working with a variety of technologies such Windows Server 2008-2016, Office 365, SQL databases, Routers and Switches, Cisco Meraki, SharePoint online, Teams etc.

OCTOBER 2021 – NOVEMBER 2021

CUSTOMER SERVICE ADVISOR, NOVACROFT

Provide first-class customer service and problem-solve any queries or technical issues that might arise with customers.

DECEMBER 2020 - PRESENT

DIRECTOR, SYRK LIMITED

SYRK Limited is a small business I have started for my online e-commerce platform, which was created with Shopify.

APRIL 2020 – DECEMBER 2020

IT TECHNICIAN TRAINEESHIP, IT CAREER SWITCH LTD

Role/Duties includes:

- Installing, configuring & migrating Windows 7 and 10 Operating Systems
- Configuring security systems and Windows firewall
- Troubleshooting common system problems
- Configuring and managing printers, configuring mobile devices
- Configure, manage and maintain essential network devices
- Design and implementing a functional network
- Active Directory – unlocking user accounts, resetting passwords, searching users
- Implement network security, standards, and protocols
- Windows desktop systems, install, patching, troubleshooting, hardware replacement

NOVEMBER 2017 – APRIL 2020

POLICE CONSTABLE, JAMAICA CONSTABULARY FORCE

During the last year of my employment, I was attached to the **Technical Services Division** where I was an assistant to the Senior Network Engineer, responsible for maintaining computer networks within the organization.

PROFESSIONAL CERTIFICATIONS

2022

MICROSOFT AZURE FUNDAMENTALS AZ-900

2020

COMPTIA A+ 220-1001 & 1002

More information on this certification can be found at:

<https://certification.comptia.org/certifications/a>

2020

200-301 CISCO CERTIFIED NETWORK ASSOCIATE (CCNA) CERTIFIED

More information on this certification can be found at:

<https://learningnetwork.cisco.com/s/blogs/a0D3i000003ZhvoEAC/meet-the-updated-ccna-same-great-credential-new-streamlined-process>

EDUCATION

NOV 2021

CS50 INTRODUCTION TO COMPUTER SCIENCE, HARVARD UNIVERSITY

This course teaches students how to think algorithmically and solve programming problems efficiently. Concepts like abstraction, algorithms, data structures, encapsulation, resource management, security, software engineering, and web development are taught.

APRIL 2021



FULLSTACK JAVASCRIPT TECHDEGREE, TEAMTREEHOUSE

Technologies: HTML, CSS, JavaScript, Nodejs, Express, React, Unit Testing, Object Oriented Programming, MySQL, REST API.

This is an intensive online course where students are taught these technologies. Students are also task with creating 10 real world projects.