Simon Uhuo
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Personal Profile

Flexible, self-motivated and an approachable individual, who demonstrates drive and will complete all tasks undertaken. Adaptable and works effectively under pressure meeting deadlines and achieving targets. Has the ability to communicate with a wide range of people on a diversity of levels. At ease working within a team or independently, willing to work hard and undertake training to improve skills and gain new knowledge. Seeking a role in which to make a valuable contribution. Has completed a level 3 certificate in cyber security and is looking for work in the IT sector.

Skills

Technical: AWS, Cisco Packet Tracer, Linux, Shell Scripting, Microsoft Office

Programming: C#, Python, SQL, C++

Engineering Tools: Autodesk Fusion 360, Cura Slicer, soldering, circuit design,Blender,EM3D

Languages: Fluent in English

Helping Others: Helping friends and family with tech issues, troubleshooting, creating objects on my 3D printer.

Communication: Strong communication and interpersonal skills, with the ability to build strong connections with clients to ensure customer satisfaction.

Patience and the ability to remain calm in stressful situations: the ability to accept criticism and work well under pressure.

Health and Safety Aware: adapting to changing work environments and maintaining a safe environment using a good eye for detail.

Employment History

Customer Service Representative, William Hill   **2022 – 2023**

- Delivered exceptional customer service and maintained a professional betting environment
- Resolved conflicts and handled inquiries efficiently
- Responsible for solo opening shifts and adhering to safety procedures
- Welcoming people to the shop
- Checking ID when required
- Building rapport with customers

Warehouse Operative, Various Agencies   **2021 – 2022**

- Managed box handling, order packing, pallet construction, inventory checks
- Operated mechanical trolleys and adhered strictly to safety protocols
- Picking and packing a large range of items
- Liaising with agencies to ensure continuous work
- Self-marketing and networking

Catering Assistant, Church Events   **2020 – Present**

- Supported event setup, food service, and guest assistance
- Maintained hygiene standards and handled guest concerns professionally
- Speaking to visitors and offering items for sale
- Taking payments and giving change when required
- Working in a team to ensure all tasks are completed on time

Voluntary Positions

General Assistant, West Bromwich Market   2020 – 2021
Junior IT Technician, Saint John Wall Catholic School   2019 – 2019

- Assisted with hardware relocation and password resets on AD server
- Shadowed IT support team and learned basic troubleshooting
- Helped with printer setup and configuration

Education/Qualifications

Aston University Engineering Academy   **2021**

- BTEC Level 3 National Extended Diploma in Engineering, Grade: MPP
- Health & Safety in Engineering – Merit
- Mathematics for Engineering Technicians – Merit
- Mechanical & Electrical Principles – Pass
- Computer-Aided Design & Drafting – Pass
- Electronic Circuit Design and Manufacture – Pass
- Electro, Pneumatic, and Hydraulic Systems – Pass
- Application of CNC in Engineering – Pass

Saint John Wall Catholic School   **2019**

- BTEC Engineering Level 2 – Merit
- GCSE Combined Science – 5-5, English Literature – 5, English Language – 4, Religious Studies – 5, History – 4 | Catering & Hospitality – Merit

Additional Training and Certificates

- Cybersecurity & IT Training – NetCom Training
- NDG Linux Essentials (2024): System admin, CLI, process control - Cisco Networking Academy
- Cloud Computing and Networking - AWS cloud fundamentals, service models, Cisco Packet Tracer projects (network topology, DHCP, VPN, ACLs, OSPF)
- University level modules – Self Studied - Engineering Science, CAD, Networking, Problem Solving in STEM, AWS, Active Directory

IT Skills and Projects

- C# Student Management System – Created a database-driven application
- Cisco Network Design Project – Simulated business network with DHCP, VPN, OSPF, and ACLs, Site to site VPN
- AWS- fundamentals,designed infrastructure for hypothetical company

Project Folder

https://simonuhuo.github.io/