Simon Jerome Uhuo
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Education

Aston University Engineering Academy – Birmingham, UK
 BTEC Level 3 National Extended Diploma in Engineering, Grade: MPP | *2019 – 2021*

- 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 – Birmingham, UK
 GCSEs and BTEC Engineering, Graduated: 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

Coventry university cloud computing

- Infrastructure architecture and design concepts (AWS)
- Networking architecture and design concepts

Additional Training & Certifications

Cybersecurity & IT Training – *NetCom Training, 2024*

- Level 3 Cybersecurity Bootcamp (Government Funded)

- Hands-on experience with Linux CLI and shell scripting

- Knowledge of threat detection, vulnerability assessment, cloud security, Active Directory

Cisco Networking Academy

- NDG Linux Essentials (2024): System admin, CLI, process control

Cloud Computing & Networking

- AWS cloud fundamentals, service models

- Cisco Packet Tracer projects (network topology, DHCP, VPN, ACLs, OSPF)

University-level Modules Studied (Self-Initiated)

- Engineering Science, CAD, Networking, Problem Solving in STEM, AWS, Active Directory

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Experience

Junior IT Support Technician

The Electric Cinema – *Birmingham , UK*
March 2023 – January 2024

Key Responsibilities:

- Provided first-line support to staff across departments, resolving issues with Windows 10/11, Microsoft Office, printers, and office hardware.

- Installed and maintained operating systems, antivirus tools, and essential productivity software on desktops and laptops.

- Managed basic user account tasks, including password resets and permissions, following guidance and documentation.

- Troubleshoot everyday network and hardware issues (e.g., connectivity problems, peripheral installations), escalating complex cases as needed.

- Assisted in logging support requests and tracking resolutions using a simple ticketing or checklist-based system.

Skills Gained:

- Solid understanding of desktop support fundamentals, Windows environments, and troubleshooting workflows.

- Enhanced communication skills — able to clearly explain technical fixes to non-technical users.

- Experience working independently in a fast-paced, service-focused environment on-site at an operational business.

Customer Service Representative – *William Hill, Birmingham*
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

Warehouse Operative – *Various Locations*
2021 – 2022

- Managed box handling, order packing, pallet construction, inventory checks

- Operated mechanical trolleys and adhered strictly to safety protocols

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

- Supported event setup, food service, and guest assistance
- Maintained hygiene standards and handled guest concerns professionally
- Maintained

Volunteer – Local Market
2020 – 2021

- Helped manage stalls, interact with customers, and support food donation programs
- Managed money

Junior IT Technician (volunteer)
Saint John Wall Catholic School, Sept – Nov 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

Personal 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

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Skills & Interests

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

Link to my project folder
https://simonuhuo.github.io/