

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
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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

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

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://drive.google.com/drive/folders/1qE7ijFemG-EBrk4UDVD6aa-ENEs7dBtO?usp=drive_link