

Nathan Smith

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As a confident and experienced project leader, I bring a dynamic blend of technical expertise and creative passion to any team. At 20 years old, I have already garnered significant experience in the field, having worked at two helpdesk positions, including my current role at Farmfoods. My enthusiasm for technology drives me to continually learn and expand my skills, particularly in computer science and IT.

In my current role, I have successfully resolved critical network issues for multiple shops, ensuring minimal downtime and demonstrating the company's reliance on my abilities. My technical proficiency spans both Windows and Apple products, with a deep and ever-growing knowledge of PC components. I am skilled in several programming languages, including Python, C#, HTML, Java, and CSS.

One of my greatest strengths is my ability to quickly learn and adapt to new environments and technologies. This aptitude for rapid learning has allowed me to excel in both my professional and personal endeavours. I am currently engaged in several courses at work, including a recent intensive Project Management course. During this course, I confidently led group projects and presented on behalf of my team to the entire class.

I thrive in team settings, where my collaborative spirit and effective communication skills enable me to contribute positively and work harmoniously with others. My leadership skills were honed early on as an air cadet in the RAF cadets, where I completed a leadership course and successfully led my team by delegating tasks fairly and effectively.

In addition to my technical pursuits, I have a deep love for music. I have had the honour of performing at the Barrowlands, showcasing my musical talents developed through dedicated practice and learning. I passed my Advanced Higher music two years ahead of schedule, achieving an almost perfect score on my main instrument—the best score in my school's history.

I am also committed to giving back to the community and am currently participating in a 2K a day challenge for the Anthony Nolan charity, having raised £500 so far with plans to raise more.

Beyond my professional and musical interests, I enjoy maintaining a healthy lifestyle by going to the gym regularly. I also love going on walks and capturing the beauty of nature through photography, which allows me to combine my appreciation for the outdoors with my creative skills.

I am eager to progress in my career and bring my leadership experience, technical skills, and creative energy to a forward-thinking organization. I am passionate about taking on new challenges and contributing meaningfully to achieve collective goals.

Personal Details

Driver's License: Cars

Eligible to work in the UK: Yes

Industry: Technology

Work Experience

IT Helpdesk Support

Farmfoods Ltd-Cumbernauld

February 2024 to Present

As a Helpdesk Apprentice at Farmfoods, I developed a robust skill set in IT support and customer service. My responsibilities included:

- Ensuring shops received necessary equipment by coordinating logistics and managing inventory.
- Diagnosing and troubleshooting network issues to maintain seamless operations across multiple retail locations.
- Utilizing multiple platforms and systems to provide comprehensive IT support.
- Leveraging Bash scripting to navigate and manage shop systems remotely from my PC.
- Handling over 10 calls per hour, providing prompt and effective solutions to technical issues.
- Making and managing tickets to track issues and ensure timely resolution.
- Maintaining detailed records of all reported issues and their resolutions to track recurring problems and improve processes.
- Collaborating with team members to ensure consistent support coverage and knowledge sharing.

This role enhanced my technical proficiency, problem-solving abilities, and communication skills, making me a reliable and efficient helpdesk professional.

Childcare Worker

Oganan-Glasgow

September 2021 to Present

As an after school child minder through the Gaelic medium, I would Feed, teach and play with the children. I would have to manage making their snack, keeping track of the children who have left and at what time, and making sure that all the kids are having fun.

While working I have had to deal with upset children, fights, having to come in to a shift last minute and upset parents, but through it all I have worked every shift to the best of my ability.

Sainsbury's General Assistant

Colleague, Sainsburys-East Kilbride

November 2023 to January 2024

As a Christmas Worker at Sainsbury's, I thrived in a fast-paced retail environment during the festive season. My responsibilities included:

- Providing exceptional customer service by assisting shoppers with inquiries, locating products, and ensuring a pleasant shopping experience.
- Handling the increased demands of the Christmas rush with efficiency and a positive attitude.
- Collaborating with team members to maintain store cleanliness, restock shelves, and organize displays to meet customer demands.
- Demonstrating strong interpersonal skills and adaptability to meet varying customer needs and preferences during peak periods.
- Being personally approached to continue working beyond the seasonal period due to my dedication and performance.
- Maintaining excellent relations with my manager, who expressed regret over my departure and acknowledged my contributions to the team.

My time at Sainsbury's enhanced my customer service abilities, teamwork skills, and adaptability in dynamic retail settings.

Delivery Driver

Amazon Flex-Glasgow

August 2023 to November 2023

As a dedicated and efficient Delivery Driver for Amazon Flex, I honed my skills in logistics and customer service. My role involved:

- Safely and promptly delivering packages to residential and business addresses, ensuring each package reached its destination on time.
- Utilizing the Amazon Flex app to efficiently manage delivery routes, track packages, and confirm deliveries.
- Communicating effectively with customers to provide exceptional service and resolve any delivery issues or concerns.
- Adhering to all traffic laws and safety regulations to maintain a clean driving record and ensure the safety of all road users.
- Managing time effectively to handle a high volume of deliveries within strict deadlines.
- Maintaining accurate records of deliveries and any incidents encountered during shifts.
- Performing vehicle inspections to ensure the delivery vehicle was in optimal condition for daily operations.

My experience with Amazon Flex has equipped me with excellent organizational, time-management, and customer service skills, making me a reliable and competent delivery driver.

IT Assistant

City of Glasgow College-Glasgow

July 2023 to September 2023

During my tenure as a Helpdesk Assistant at City of Glasgow College, I was personally selected by the Curriculum Head to support the helpdesk team over the summer period. My primary responsibilities included:

- Assisting in the movement and setup of equipment to facilitate smooth operations within various college facilities.
- Providing hands-on support to students and staff members in resolving technical issues and setting up equipment.
- Collaborating closely with the helpdesk team to ensure efficient and effective delivery of IT services.
- Taking on additional responsibilities by working independently at another college building to carry out essential helpdesk tasks.
- Maintaining a proactive approach to problem-solving and ensuring a high standard of customer service.
- Documenting and reporting issues encountered during support activities to contribute to continuous improvement efforts.

My experience at City of Glasgow College strengthened my organizational skills, technical knowledge, and ability to work effectively both independently and as part of a team in a dynamic educational environment.

Education

Certificate of Higher Education in Game Design

City of Glasgow College - Glasgow

August 2022 to January 2024

A-Level or equivalent

Glasgow gaidhlig school - Glasgow

June 2022

Skills

- Computer Programming
- Team Management
- Bilingual
- Technical support (2 years)
- C#
- Programmable Logic Controllers
- Programming
- Linux (1 year)

Languages

- Scottish Gaelic - Fluent
- English - Fluent

Certifications and Licenses

Paediatric First Aid

June 2021 to Present

HABC Level 2 Award in Health and Safety in the Workplace (QCF)

October 2020 to Present