

## ABOUT ME

Motivated IT professional with 6+ years' experience, skilled in troubleshooting, technical support.

## CONTACT

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Online Resume

Rotherham  
South Yorkshire



## EDUCATION

 **3AAA**  
Level 3 Apprenticeship in IT  
Systems And Principals  
2016-2017

 **ROTHERHAM COLLEGE**  
Creative Media  
Production  
2014-2015

# ROSE WEBB

## IT ENGINEER/TECHNITIAN

## OBJECTIVE

Driven IT professional with a passion for solving technical challenges, enhancing system efficiency, and continuously learning new technologies. Aspiring to grow in roles that integrate hands-on technical support with cloud services, networking, and programming, while delivering exceptional service and innovative solutions to users and organizations.

## EXPERIENCE

### INTEGRATION ENGINEER – SHI INTERNATIONAL (Jan 2023-Present)

Detail-oriented Integration Engineer experienced in Windows Autopilot provisioning, asset labelling, and configuration management. Skilled at adhering to SLA timelines and ISO standards to ensure high-quality customer deliverables. Dedicated to providing customized solutions and seamless support while maintaining consistent operational efficiency in dynamic, fast-paced environments.

### IT SUPPORT TECHNITIAN – SHEFFIELD CITY TRUST (June 2022-Jan 2023)

Experienced IT Support Technician skilled in handling support calls, triaging tickets, and creating IT accounts. Proficient in learning and utilizing diverse software systems like Ticket Master's PCI, Gladstone MRM, and IPFX. Dedicated to providing comprehensive assistance to end users while adapting quickly to new tools and challenges in fast-paced environments.

### QC / BUILD TECHNITIAN – VERY PC (July 2016-June 2019)

Detail-oriented IT Technician with hands-on experience in quality control and production-level PC repair. Skilled in diagnosing hardware issues, configuring BIOS across diverse systems, and ensuring machines meet customer-specific standards. Accomplished apprentice with nearly three years of dedicated service, showcasing a systematic and effective approach to technical problem-solving.

## SKILLS

<div></div>	Technical Troubleshooting and Repair
<div></div>	Customer-Focused IT Support
<div></div>	System Deployment and Configuration
<div></div>	Adaptability and Learning

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