**Andrew Bruce**

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**PERSONAL PROFILE**

I am an enthusiastic Software/Web Developer, previously a desktop and network engineer. I have been in IT for over 6 years, during which time I have built on my technical abilities, time management, teamworking, and interpersonal Customer Service skills. After several roles in desktop and network support, I am following my passion to move into a Development role and am currently in my 3rd year at Edinburgh Napier University studying Software Engineering.

**KEY SKILLS**

Software/Web Development Skills –

* Front end web development using HTML, CSS (including Bootstrap), Photoshop, and JavaScript.
* Back end web development using Python and Flask, Ruby on Rails, and C# with ASP.NET.
* Developing desktop applications in Java and C#.
* Developing Android applications in Java, including connecting and authenticating with Google Firebase, and SQLite Databases.
* Version control using Git and GitHub.

Other IT Skills –

* Deploying and managing virtual servers/machines on various platforms, such as Microsoft Azure, Hyper-V, Virtual Box, and VSphere. Including an Azure LAMP Server I manage for my own projects.
* Installing, troubleshooting, and using most operating systems including Windows, Mac OS, and various Linux distributions.
* Configuring routers including setting up port forwards, subnets, client and site VPN’s.
* Setting up and managing Windows Server 2008 – 2016. This includes managing Active Directory, Microsoft Exchange, Group Policies, DHCP, and shared printers.
* Managing various Office 365 environments both in cloud and synchronised with Active Directory. Through the GUI and PowerShell.
* Troubleshooting and explaining complex problems over the phone to non-technical customers.
* Logging and updating tickets in a helpdesk system.

Other Skills –

* Organised and disciplined with an eye for detail.
* Excellent communication skills including via email and phone, customer-focused.
* Ability to work under pressure.
* Excellent numeracy and literacy skills.
* Full UK Driving licence and car.

**CAREER HISTORY**

**Systems Engineer July 2015 – Present (Now part time while I study)**

**Network ROI**

I joined Network ROI because Resources UK were no longer able to provide me with further learning opportunities. It is a fast-paced environment with a considerably larger workload. I provide support both remotely and in person on a variety of systems for over 100 different companies.  I often get involved in projects setting up equipment/systems on site; including printers, servers, and wireless access points.

**Service Desk Analyst July 2014 – July 2015**

**Resources UK**

After passing my HNC in computing (software development) I decided to go back to desktop engineering and was the only engineer in the Edinburgh office. My responsibilities included troubleshooting issues on PC’s, laptop’s, Mac’s and servers both in person and remotely. Low level networking such as patching ports into switches, using Cisco Unified Communications Manager to create user accounts/assigning extensions for the phone system and administrating all internal applications. Towards the end of my employment I led a project to build and deploy 30 laptops to users in the Edinburgh Office.

**Apprentice/Junior IT Service Engineer March 2012 – August 2013**

**RMJM Architects and Design, Edinburgh**

My responsibilities initially involved low level desktop requirements such as hardware builds and software installations. Duties towards the end of my apprenticeship included user management, network and services management and software diagnostic within a global setting.

Having passed the relevant course and exams I was promoted within the IT department of RMJM. I was given more responsibility and further control over the organisation of my own workload.

**EDUCATION, TRAINING, AND QUALIFICATIONS**

* **Edinburgh Napier University September 2018 – June 2020**

BEng (Hons) Software Engineering

* **The City of Glasgow College, Glasgow September 2017 – June 2018**

HND Computing (Software Development)

* **Adam Smith college, Kirkcaldy September 2013 – June 2014**

HNC Computing (Software Development)

* **IT Service Engineer apprenticeship January – October 2012**

**QA Ltd, Edinburgh**

SVQ Information Technology Professionals Level 3 (City &Guilds)

**INTERESTS**

I enjoy using what I learn in college and on online courses to build my own websites and apps. I like keeping fit, boxing, music, and play the drums in a band.

**REFERENCES -** Available on request