Alexander (Alex) Mak

07312255377 – almal247@gmail.com

Profile

I am a recent IT Apprentice looking to bring my passion for new coding to a role within a Software Developer/Web Developer role. Through modules studied at University and practical hands-on exposure during my apprenticeship I have developed skills in diagnosing technical issues, troubleshooting, providing support with hardware and software, printers and telephones, iOS set up and assisting in the upgrade of office network latency and consistency as well as improving and furthering my coding skills by my work in front-end development.

Key Skills

- Windows 10 + 11 OS and core application suite; including the Microsoft Suite, Office 365, Windows.
- Network infrastructure including TCP/IP, routing, switches, vLANs, firewalls.
- Knowledge of iOS/iPadOS/MacOS setup.
- Knowledge of virtualisation platforms – VMware, Apple Business Manager and Azure
- Physical connection, installation of computer equipment, network devices and network file servers
- AV support – setting up audio/visual presentations, video conference calls, video recording and web casting.
- Proficient coder in the languages of Python, CSS, HTML, JavaScript as well as have completed courses on Udemy, Mimo and Codecademy.
- Knowledge on Front-End website development.
- Excellent team player
- Analytical
- Excellent time management
- Strong communicator
- Adaptable worker
- Knowledge on both hardware and software repairs/upgrades including, phones, tablets laptops and desktops.

Work Experience

Interim IT Manager, Procurement Leaders 241 Prospero House SE1 2GA
(January 2023 – May 2023)
- Managed IT equipment purchases and procurement.

- Oversaw and actioned office broadband upgrade (Bandwidth upgrade and new switch and access point installation)
- Assisted customers and shareholders within the EMEA region and Americas through F2F and remote support.
- Learnt how to use GAM in order to manage users' permissions within the Google Workspace

IT Apprentice, Procurement Leaders 241 Prospero House SE1 2GA
(December 2021 – June 2023)
- Learnt how to use Azure Active Directory to setup users accounts and manage both licenses and devices.
- Worked with remote computing software's including Zoom, VMware Workspace One, Google Workspace.
- Became knowledgeable on MDMs and rolling out devices to employees in the company.
- Provided support for computer hardware, printers, and work phones.
- Oversaw the setup of Audio-visual equipment.
- Designed websites using CSS, WordPress, HTML and Elementor.
- Helped with the upgrade of the office network latency and consistency within the workplace.
- Experience working/managing with ticketing systems and managing/logging tickets (Freshdesk).
- Worked with Windows 10/11 OS and Microsoft packages.
- Oversaw transition from Azure Active Directory to Google Workspace sign on.
- Took on the role of interim IT manager from January onwards, where I managed procurement of laptops, server management and the migration of Azure AD to Google Workspace.

Website Designer, Direct Traders
(May 2021 – September 2021)
- Learnt how to design a professional website for a business.
- Improved my knowledge of JavaScript, HTML and CSS through developing a website.

Sales Assistant, CeX @WeBuy.com. 144 Western Road BN1 2DA
(November 2019 – November 2020)
- Learnt how operate tills within a short period of being inducted into the job.
- Hit higher sales numbers repeatedly on a mobile till than my colleagues on a main till.
- Demonstrated friendliness and confidence when speaking to customers especially when it came to completing transactions.
- Proved reliability and punctuality by arriving on time to work consistently.

Education

University:

University of Brighton

(2019-2020)

- Software Engineering- Undertook courses in Programming, Cybersecurity, Computing technologies, Artificial intelligence (C++, TensorFlow, Python), Web development (JavaScript, HTML, CSS) and working in the computer industry.
  (Note- did not graduate due to wanting to pursue an apprenticeship opportunity and gain practical experience)

Sixth Form/College:

The Petchey Academy

(2017-2019)

BTEC Level 3 Extended Diploma**:**

- Computer Science – MMM
- Developed various skills through courses in principles and fundamentals of computer science, planning and management of computing projects, software design and development, IT systems security and encryption, Object orientation programming and Computer Networking.

Secondary School:

Northbridge House Canonbury

(2015 - 2017)

- 8 GCSEs, grade A-C including Maths and English

Hobbies & Interests

I have a keen and avid interest in electronics including software and hardware (graphics card, CPUs, and RAM). I was an avid coder during my time within education specialising in Python and throughout my life have constructed many custom gaming and workstation computers for friends and family.

I play piano, electric/acoustic guitar and am a 2nd degree black belt in Taekwondo as well as a proved a proficient coder in the languages of Python, HTML, JavaScript and CSS as well as have completed courses.