

Daniel Ward

Enthusiastic and hardworking optimist who likes a challenge.

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I am a strong independent worker who works well as part of a team. I have gained a large amount of experience in the IT field covering all areas from automation to telephony. I am always looking to increase my knowledge and love to learn new things. For more information on myself please see my website: <https://alxiden.co.uk/>.

Personal Details

Eligible to work in the UK: Yes

Highest Level of Education: A-Level or equivalent

Industry: IT Operations & Helpdesk, Technology

Total years of experience: 2

Work Experience

IT Support Technician

Kings Court Trust - Bristol

October 2021 to Present

Started as an apprentice support technician, after completion of which was offered a full-time position.

My main responsibilities are providing support to the 130 users, being the main point of contact for IT sales and purchases, maintaining the onsite server, managing all new software rollouts (key one so far being Microsoft Intune as a device manager) and various admin tasks around our SharePoint knowledgebase.

I am also responsible for using Power Automate to help with basic automation and build my own helpdesk ticket system and Teams bot. I also have a hand in working with our case management system called Proclaim, using it to automate workflow and managing users.

Second Chef

Marstons Plc - Bristol

May 2019 to October 2021

Cooking and preparing food, ordering, line checks and full stock counts. Organising staff and making weekly rotas. Full responsibility for deep cleaning and covid cleaning of the kitchen.

Cleaner

Samsic UK (formerly Regent Samsic) - Bristol

January 2021 to April 2021

Cleaning Labs, touch points and public areas. Including deep cleans and handling hazardous chemicals.

Line Chef

Marstons Inns & Taverns - Wellington

May 2018 to May 2019

Cooking, plating and prepping food in a fast paced environment. Doing line checks and stock ordering.

Chef/General Assistant

Morrish's Fish and Chip Restaurant - Redruth

March 2017 to May 2018

Cooking and preparing food, also plating up meals and handling customers. Also prepping and ordering stock for the week.

Pizza Chef

Domino's - Redruth

December 2016 to March 2017

Main responsibilities was to maintain stock levels and to quickly and accurately make pizzas.

Chef de Partie

Greene King - Taunton

May 2016 to December 2016

Working as a chef in a fast paced restaurant including cooking food and plating up

Floor Staff

Greenking Ltd - Taunton

March 2016 to May 2016

Responsibilities

Serving customers, delivering food and handling complaints.

Electrician

REF Electricals - Wellington

September 2014 to September 2015

electrical apprenticeship with R.E.F, modifying small systems and assisting other electricians

Shop assistant and cashier

H.T Perrys and Son - Wellington

February 2012 to August 2014

Responsibilities

My responsibilities included helping customers find and order items, stocking shelves and working behind the counter as a cashier.

Accomplishments

I helped reorganize the shop for the seasonal events also updated all of the ICT in the shop.

Skills Used

organisation, punctuality, patience and good communication skills

Work Experience Placement

ARC Electrical - Wellington

July 2010 to July 2010

learnt basic wiring. And dealing with customers face to face to work out problems

Education

Bachelor's degree in Cyber Security

University of Gloucestershire - Cheltenham

September 2023 to Present

A-Level or equivalent in IT Support Level 3

QA Apprenticships - Remote

September 2021 to December 2022

None in The Ultimate Dark Web, Anonymity, Privacy & Security Course

Udemy - Home Based

May 2020 to July 2020

None in The Complete Cyber Security Course: Hackers Exposed!

Udemy - Remote

January 2020 to May 2020

None in The Python Bible™ | Everything You Need to Program in Python

Udemy - Home Based

January 2020 to May 2020

A-Level or equivalent in Electrical Installation Level 2

Bridgwater College - Bridgwater

September 2012 to July 2013

GCSE or equivalent in English Language

Court Fields Community School - Wellington

September 2008 to June 2012

GCSE or equivalent in English Literature

Courtfields Community School - Wellington

September 2008 to June 2012

GCSE or equivalent in Geography

Courtfields Community School - Wellington

September 2008 to June 2012

GCSE or equivalent in History

Courtfields Community School - Wellington

September 2008 to June 2012

GCSE or equivalent in Maths

Courtfields Community School - Wellington

September 2008 to June 2012

GCSE or equivalent in Level 2 OCR ICT

Courtfields Community School - Wellington

September 2008 to June 2012

GCSE or equivalent in Resistant Materials

Courtfields Community School - Wellington

September 2008 to June 2012

GCSE or equivalent in Additional Science

Courtfields Community School - Wellington

September 2008 to June 2012

GCSE or equivalent in Science

Courtfields Community School - Wellington

September 2008 to June 2012

Skills

- kitchen
- Cooking
- Team Player
- Chef
- Knife skills
- POS
- Management
- Janitorial
- Kitchen Experience (5 years)
- Python (3 years)
- Linux (2 years)
- Desktop Support
- Help Desk
- Active Directory
- Service Desk
- Technical Support

Certifications and Licenses

PAT Testing Certificate

April 2022 to Present