

Marcus Wharton

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Personal Profile

A short paragraph about myself, I have excellent communication skills which enables me to have a very good relationship with my colleagues and clients, this makes a much better working environment. The ability to work under pressure effectively and not become stressed. I am a very organised and methodical person, I like to follow each task to its conclusion and make sure it is carried out to the best of my ability. Being a very self-motivated person comes in handy, this means I can be left alone to carry out the job I have been asked to do, using my own initiative. Being punctual is one of my very strong points, I never like to be late to anything or anyone, I would much rather be early.

I would like to see myself in the future becoming a Manager and looking after my own department.

Career Summary & Key Responsibilities

2010 – Present

IT Technician/Facilities, ProMinent Fluid Controls in Ashby, Leicestershire.

I am part of the IT Department looking after the computers, servers, telephones and e-mails. Helping with any problems, installing new equipment and general maintenance. Being a front facing liaison with employees and clients that are visiting offering technical support.

Other job roles include:

- **Windows Server backups**
- **Network security** including Antivirus
- **External Employees** - laptop backups, purchase and configure new laptops and mobile phones.
- **External Engineer report application** – creating an app on a paid platform, implementing a fully functional service engineer visit report app.
- **Travelling** to additional offices to perform routine maintenance and backups.
- Keep in regular contact with colleagues in head office
- **Building maintenance** - for example, Car park entrance barriers, general office repairs. Office Furniture moves and repairs etc.
- **Company exhibition organisation/setup** - this involves organising everything for the show including ordering equipment, arranging risk assessments, creating artwork and literature, arranging staffing and transport for show setup and breakdown.
- **Maintaining company car fleet** - this includes keeping a log or all servicing and maintenance for each vehicle. Updating insurance portal of any new or temporary vehicles, sourcing new vehicles and logging any driver offences or fines.

- **Marketing** – this including creating new literature, company business cards, gifts such as bespoke USB drives, company website management.

2007 - 2008 Coach Cleaner, Rutherfords Travel, Barns Green

Being part of a team that helps run and maintain coaches. My main role was to clean all of the coaches once they arrived back into the depot after jobs. Sometimes the role was challenging as coaches needed to be turned around quickly to go on another job.

Key Skills

Major Achievements

- Integration into the IT Department, understanding the computer network
- Supporting other members of staff with issues such as software problems, hardware failure and user error. The quicker I can get a problem solved the better.
- Upgrading servers and implementing software across the network.

Hobbies & Interests

Classic VW Beetle

- I have restored a VW Beetle 1970 for the last 7 years with my father. This was very challenging due to the work needed. It was certainly worth all the effort and heart ache. I can now look at the finished project with pride and content. I have some to cherish for years to come.

Cars - I have a real interest in cars, I am always helping family member find good deals on cars and with their maintenance.

Computers

- I have enjoyed repairing and building computers for family and friends from a young age. I find this very rewarding and a sense of achievement to see the computers working and being used again for their primary function.

Building effective relationships

- The ability to engage with colleagues of differing levels and empathise with their needs. Through two-way communication, offer appropriate solutions to their requirements. Taking time to get to know them and their likes and dislikes, nurture the relationship to help build lasting ties.
- Working and maintaining computer networks to a high level. Rewire rooms to support 1GB network cables.

Problem solving

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Communication

- The ability to effectively communicate at all levels, both internally and externally. Choosing the best method/medium of communication for different scenarios, and adapting to changing situations.

Computer skills

- Microsoft packages such as Office including Outlook, Dynamics Navision, Server 2008 -2016 software, Microsoft Windows XP – Windows 10, Adobe Photoshop and telephony support packages.

Other skills

Full, clean UK driving licence

Qualifications

Area of learning	Provider	Year
National Diploma level 2 Electrical CFH1	Stephenson College	2012/13
Microsoft Windows 7 Training	ProMinent Fluid Controls	2011
National Diploma (Networking)	F1 Group	2011
GCSE English	Stephenson College	2009/10
GCSE Maths	Ashby School	2008
GCSE Science	Ashby School	2008
GCSE Geography	Ashby School	2008
GCSE IT	Ashby School	2008

References

Available on request