

# CURRICULUM VITAE

I am educated to a Bachelor's degree level in IT Management. I previously worked in the manufacturing industry as a Production Manager, where during my time here I proved my worth by been promoted 2 times and responsible for managing 50 staff members, however I am passionate to start a career in IT so undertook a study program to prepare me for the IT Support sector. I have already had experience in this industry in 2013/2014 where I undertook a year at St Leger Homes in Doncaster working as part of their customer support team.

Between the December 2018 and August 2019 I spent 7 months travelling in which I visited 10 countries around the world (Thailand, Vietnam, Indonesia, Philippines, Australia, New Zealand, Argentina, Bolivia, Peru and Colombia).

I recently graduated from an IT Technician Traineeship specialising in troubleshooting hardware and software issues through a series of courses, practical work and official certifications. I am a real people person with excellent communication skills at all levels. I am confident that I will hit the ground running and be an asset to your organisation.

## PERSONAL DETAILS

**NAME:** Sam Bancroft  
**RESIDES:** Keighley  
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## IT TECHNICIAN TRAINEESHIP

**IT Career Switch Ltd**  
IT Technician Traineeship  
August 2019 - November 2019

The IT Technician Traineeship specialised in preparing me for the IT Support sector through a series of intense courses and practical application.

Courses studied included:

CompTIA A+, Network+, Security+  
MCSA Microsoft Windows 7 & 10  
Cisco CCENT

- Installing, Configuring & migrating windows 7 and 10 Operating Systems
- Configuring Security systems & windows firewall
- Troubleshooting common system problems
- Configuring and managing printers, configuring mobile devices
- Configure, manage, and maintain essential network devices
- Design and implementing a functional network
- Active Directory - unlocking user accounts, resetting passwords, searching users
- Implement network security, standards, and protocols

I have recently fully passed my CompTIA A+ qualifications specialising in troubleshooting hardware and Software issues. More information on this certification can be found at: <https://certification.comptia.org/certifications/a>

**2019: CompTIA A+ 220-1001 & 1002**

## SYSTEMS EXPERIENCE:

Windows desktop systems, install, patching, troubleshooting, hardware replacement  
Extensive experience with the Microsoft Office suite  
Thorough understanding of computer, networking and security concepts  
Working knowledge of Windows XP, Vista, 7, 8/8.1, 10,

Windows Server 2008/2012, Active Directory, PowerShell, Remote Access/Desktop and VMware

## **CAREER HISTORY:**

**Sept 2016 - Dec 2018**  
**POSITION HELD:**

**Fibreline Ltd**  
**Cut & Sew Department Production Manager**

- Planning departments' daily production in line with demand
- Managing 3 supervisors and 50+ department staff on a day to day basis
- Overseeing the production of sewn cases
- Liaising with filling department supervisors (internal customers) to ensure they can run their departments efficiently and in line with demand
- Placing orders with external suppliers (both local & International) for contracted out work and raw materials
- Accountable for the overall housekeeping of the department
- Responsible for risk assessments as well as the full training of employees
- Directly involved in the reorganisation & amalgamation of two separate departments that were previously split across the production
- Playing a key role in the continual improvement project with the MTC (Manufacturing Technology Centre) to implement lean manufacturing principles to improve the systems on the shop floor
- The successful reduction of Sewn Case Stock by £20,000 whilst still keeping in line with production demands

**Sep 2015 - Sep 2016**  
**POSITION HELD:**

**Fibreline Ltd**  
**Technical Development Assistant**

- Implementing and maintaining product specifications in our IT systems and CAD systems (import, scan, digitise, create)
- Supporting the Product Development Department

**Jun 2015 - Sep 2015**  
**POSITION HELD:**

**Fibreline Ltd**  
**General Management Development Assistant**

- Responsible for multiple shop floor functions to get a feel for the products and processes that were used throughout the organisation

**Sep 2013 - Aug 2014**  
**POSITION HELD:**

**St Leger Homes of Doncaster**  
**IT Business Support Assistant**

- Assisting in the provision of first line support to St Leger Staff
- Managing the pool of ICT equipment, ensuring security and accurate records are kept
- Developing and Supporting MS Access databases
- Contributing towards the delivery of actions included within the ICT Strategy Action Plan

## **EDUCATION:**

**Sheffield Hallam University**  
BSc (Hons) IT Management course (Achieved 2:1)

**Bradford Grammar School**  
3 A Levels  
10 GCSEs

## **HOBBIES/INTERESTS:**

- One of my main interests outside work lies in the fitness industry, I regularly visit the gym which I enjoy for not only the self improvement but being able to see the progression I can make over a period of time.
- I enjoy taking on new activities which has been evident throughout my travelling in early 2019 as I have been sky diving, bungee jumping, caving and enjoyed many other new experiences.