

Oliver Wood

07532221986/01619290914
oliver97wood@googlemail.com

Profile

A highly motivated, conscientious and efficient IT Support professional. Friendly and well-mannered with excellent communication, organizational and problem-solving skills proven track record for excellent communication with different colleagues. I am also highly committed to exceeding expectations and my personal progression. I am now looking for a new position within a growing and ambitious company to develop and build a successful career.

Key skills

Information Technology- Experienced IT helpdesks giving support and guidance to different colleagues helping them solve the issues. I also have excellent IT literacy when using MS Word, Excel and Outlook

Communication- I have excellent written and verbal communication which has developed through numerous essays and presentations given during my time at college

Organisation- I have very strong organizational skills which have been developed through taking part in a variety of projects both in work and college.

Commitment- Ability to work above my expected job description shown through doing overtime at 3aaa as we were moving offices and also did overtime at Kellogg's to see the project through.

Flexibility- I am very flexible while maintaining enthusiasm and commitment to each project. Ability to take initiative and work well under pressure making sure that strict deadlines are met successfully during work experience placement projects.

Qualifications

Training courses-Future learn

Cyber security
Social media

3aaa Apprenticeships 2016-2017

Pearson Excel Functional Skills qualification in Information and Communication Technology (ICT) at Level 2
Pearson BTEC Level 3 Diploma in Professional Competence for IT and Telecoms Professionals (QCF)
Pearson BTEC Level 3 Extended Diploma in ICT Systems and Principles (QCF)

Trafford College 2014 – 2016

Student of the year award
BTEC extended certificate level 2 IT and creative technology
Open certificate level 1 IT users -Diploma

Blessed Thomas Holford - 2009-2014

7 GCSEs including English and IT and Mathematics

Previous Employment⁶

Kellogg – IT asset coordinator September 2017 – December 2017

Duties include:

- Managing the IT inventory levels for Kellogg Europe, making sure that all of the assets were
- Accounted, configured and distributed when necessary.
- Ensuring there was enough inventory to fulfill the weekly business requirements
- Repairing asset's that users were having issues with i.e. Email failure
- Supporting users across Europe with mobile device issues
- Implementing the Kellogg company mobile device enrolment procedure.
- Installing business applications including Outlook and Skype and the Kellogg company portal.

3aaa –In-house IT Support Apprentice - June 2016 – September 2017

Duties Include:

- Troubleshoot and escalate IT issues
- Install IT hardware
- Create, delete and Manage network users
- Update software
- Assist with business administration
- Invigilate ICT, Maths and English exams
- Manage the network
- Set up computers in the new academy
- Use a ticketing system

Work Experience

IT Support UK Fast, (Work Experience) Manchester -May 2015

Duties Include:

- Building my own website and coding
- Listening to people on the phone solving queries/problems
- Building my own practice blog using word press
- Provided assistance at coding club
- Downloaded Minecraft and scratch on to computers for coding club

IT Assistant Media Guru Ltd, Altrincham-October 2014-April 2015

Duties Include:

- Learning the basics of Adobe Creative Cloud
- Creating my own simple animation using PowToon
- Working in a small team & individual tasks

Voluntary at headway charity shop, Altrincham- May 2014- Oct 2014

Dealing with customers
Sorting donations
Stock control

Hobbies

Playing online on PS4
Going out with friends socializing
Going to Old Trafford to watch Manchester play

REFERENCE FURTHER REFERENCES AVAILABLE ON REQUEST