**Teodorico Sandes**

55 Mount Road

Leicester LE5 3DN

e-mail: [tsandes55@googlemail.com](mailto:tsandes55@googlemail.com)

D.O.B:03/09/1986

Tel No: 0116 2209845 - Mobile No: 07886532071

**Personal Statement**

During the past years I have developed and achieved various skills, from communication which involved face to face role to on the phone, I also have a good knowledge in ICT. I have always been interested in working in an ICT field and have strengthened this interest and gained useful skills and knowledge and have studied ICT related course. I have acquired hands-on experience of working in an ICT environment as an IT support Technician as part of my university placement and have undertaken various types of role and currently is working as an ICT support Technician. I am a person who works well in a team as well as alone using my own initiative. I am a person who is well prepared to perform and work under pressure and to take appropriate training when required and willing to gain new skills in order to further my career path.

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**Work Experience**

**New College Leicester, Leicester, July 2015 – Till Now**

**Job title: ICT Technician:**

* Provide support to staffs and students via face-to-face, telephone and email communication.
* Investigate, analyse, evaluate and resolve problems with ICT equipment and systems; implement repairs if necessary and update relevant ticketing systems
* Perform any other duties and tasks which may be assigned by the IT Manager
* Password Reset.
* Create user account on Active directory, making sure the correct access permission is granted.
* Recover deleted folders and files for students and staffs.
* Trouble shooting hardware issues (desktops, laptops, interactive smart board, printers).
* Setting up ICT equipments form external user when required.
* Deploying software remotely through server.
* Troubleshooting server, when it’s down.
* Building laptops and Desktops according to college image.
* Installing application on iPads and android devices using MDM.
* Pushing software through the server.
* Setting up new equipment
* Managing Doors software.
* Liaising with external support provider regarding hardware issues. (Dell)

**Mellor Primary School, Leicester, May2015 –July 2015 (Voluntary Work)**

**Job title:** ICT Support Technician

**Responsibilities:**

* Installing software.
* Updating system as required.
* Maintaining system security.
* Speaking to Vendor in regards to new policy installation.
* Supporting staff (troubleshooting).
* Setting up new equipment

**Walkers & Son Charnwood Bakery, Leicester, July 2008- November 2017**

**Job title:** Machine / Production operative

**Responsibilities:**

* Operating machine.
* Operating Oven.
* Working in a team.
* Making sure the floor is clean and tidy to avoid slip and trip.
* Doing paper work when needed.

**Next Directory, Leicester, July 2007 – September 2007**

**Job title:** Customer sales Advisor

**Responsibilities:**

* Answering phone calls.
* Tracking orders.
* Stock checking.
* Dealing with customer’s orders.
* Confirming product details.
* Confirming product price and the Grand Total at the end of the order.

**Mellor Primary School, Leicester, February 2010- May 2010**

**Job title:** ICT Technician

**Responsibilities:**

* Setting up Hardware.
* Recording all incidents.
* Maintaining ICT equipment.
* Installing Network printer.
* Configuring wireless network and ensuring the connectivity.
* Adding new user on Active Directory
* Web design.
* Video editing.

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**Education**

**De Montfort University (Leicester)2009-2010, BSc (Hons) Business Information Technology.**

* Web Systems
* Research in Computing
* Work Experience Module

**De Montfort University (Leicester), 2008-2009,HND/BSc (Hons) Business Information Technology**

* Multimedia & Internet Technology
* HND BIT Project
* Object-Oriented System Analysis and Design
* Interactive Systems and Professionalism

**De Montfort University (Leicester), 2007-2008 , HND/BSc (Hons) Business Information Technology**

* Database Design Concepts
* Visual Web Development
* Computer Technology
* System analysis & Design

**Gateway College (Leicester 2003-2007)**

* BTEC Diploma in ICT
* Adult Numeracy
* Adult Literacy
* A level in ICT
* Maths GCSE
* English GCSE

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**Achievements:**

* Successfully completed my 12week experience at Mellor primary school as an ICT Technician.
* Completed Basic food and Hygiene course.
* Completed Health and Safety Regulation course.
* First Aid at work.
* SIMS System Manager
* Working at Heights
* Manual Handling Objects

**Skills:**

* Good knowledge of IT hardware including PCs, Laptops, projectors, printers, interactive devices and iPads.
* Ability to listen to the IT needs of staff and students and to respond helpfully with relevant advice, training and equipment.
* Organisational and time management skills sufficient to prioritise a wide range of immediate and longer term demands.
* Ability to communicate with people from different level organisation from my past experience and have developed my communication skills orally and written.
* I am a person who is well prepared to perform and work under pressure and to take appropriate training when required and willing to gain new skills
* Can work in a team as well as alone using my own initiative.
* Knowledge of Microsoft Windows, Microsoft Office.

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**References**

**Iain Fallon**

(ICT Manager)

New College Leicester

Glenfield Road

Leicester

LE3 6RN

**Walter Magulike**

(ICT Manager)

Mellor Community Primary School

Checketts Road

Leicester

LE4 5EQ

**Suhel Patel**

(Team leader/Supervisor)

Walker & Son Charnwood Bakery

200 Madeline Road

Leicester

LE4 1EX