**Ryan Grundy | IT Technician**

**Location: 10 Welbeck Street Mansfield**

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Professional profile

A bright, talented and hard working individual with a bubbly, friendly personality and the ability to work as part of a team.

I have a wide range of experience in a number of different areas of work such as retail, computing, catering, warehouse, cleaning and bar. I have excellent skills in using electronics and am comfortable working in an over 18’s environment. I also have excellent customer service skills, working with customers and dealing with their requests in a light hearted and friendly manner.

I commit only to the quality and precision of the service that I provide and I am determined to continue that level of determination throughout all aspects of my life. Punctuality, confidence and attention to detail are the main aspects of the skills I possess.

IT/Professional skills

|  |  |  |
| --- | --- | --- |
| * Excellent It skills * Customer service skills * Able to work under pressure * Punctual * Well presented | * Microsoft office skills * Xerox printer repair * Patching * Hardware/software repair | * Networking * Administration * Database management |

Career summary

**11/09/2018 - 05/05/2019**

Linneys **,** Adamsway, Mansfield, Nottinghamshire, NG18 4FW

**Role Title: IT Technician**

**Department: Network Operations**

***Outline****:*

*Working through Orbital recruitment as an IT technician in the Network Operations Department I worked to help keep all technologies working smoothly throughout the warehouses and provide excellent customer service to employees in the offices. My overall goal was to provide great service and care to keep all technologies from computers to phones working efficiently within the company.*

***Key responsibilities***

* ***Providing customer service:*** using email, desk phone and on my mobile whilst on a job. I would normally have contact with a number of employees in the offices/warehouses needing advice or general repairs.
* ***Networking:*** throughout the buildings was controlled through a number of patching cabinets so a lot of patching was involved due to maintenance throughout the sites.
* ***Arranging outsourced repairs:*** from HP and other companies to come in and repair things we didn’t have resources to ourselves. Arranging xerox engineers to perform maintenance on numerous industrial printers around site.
* ***Printer repair:*** this was involved a lot due to having 200+ printers on site needing maintenance.
* ***Computer cloning and maintenance:*** due to demand for upgrading all windows 7 desktops on site to windows 10 I was tasked to replace old PCs using a management system to determine age and eligibility of replacement. Cloning brand new PCs to linneys customised windows 10 operating system using Microsoft development kit and clonezilla to provide the employee with a user friendly interface configured to their specific requirements.
* ***Phone, desktop and laptop recycling:*** when an asset as reached it’s expiration date or has been damaged I was tasked to perform repairs to process it appropriately through linneys new recycling scheme.
* ***Team meetings:*** throughout my time at Linneys meetings together as a team were essential to provide information about recent projects and work that needed to be done so that we can give each other advice and help to assure everything is up to date.
* ***Relocation:*** I was involved in the frequent relocation of new and old employees desks. This involved disconnecting all it related hardware and reconnecting at the correct location. This also involved having to re patch networking ports to allow access for data and VOIP and various other networks.

*Key achievement/projects*

* **Windows 10 upgrade:** This project started in September 2018 and I provided excellent service to make the upgrade to 300+ desktop PCs in a timely manner.
* **Recycling project:** I was chosen as the representative of the networking operations to provide advice and guidance to the recycling team. Helping with giving accurate descriptions and price ranges of old technologies and processing all it related hardware using databases and shared spreadsheets.

**04/05/2018 - 20/08/2018** Linneys **,** Adamsway, Mansfield, Nottinghamshire, NG18 4FW

**Warehouse Operative**

***Outline:***

Starting off at Linneys I worked through the warehouses picking exam papers in a timely and proffesional manner. I was also tasked to rebag and restock exam papers.

**13/10/2017 - 05/12/2017** Capita , 7 – 11 Lower Oakham Way, Mansfield, NG18 5BY**Mail Sorting Operative (seasonal)**

***Outline:***

* General mail sorting operative duties include working with making new NHS patient record cards, General maintenance of mail machines, working on tables with envelopes and stamps and taking and receiving letters from machines to specified areas.

**15/11/2016 - 22/12/2016** Tesco , Chesterfield road, Mansfield, NG19 7TS

**Retail Assistant (seasonal)**

***Outline***

* General store duties working in the F&F clothing section for Christmas temporary. Duties include tidying, stocking, sorting and rumbling.

**28/09/2015 – 07/12/2015** Crystal Martian Logistics , Orchard Way, Sutton In Ashfield, NG17 1GX

**Warehouse Operative**

**20/06/2015 – 01/09/2015** Clipper logistics LTD, Boughton Industrial Estate Ollerton NG22 9LD

**Warehouse Operative**

**01/01/2011** IT Works (West Notts college), Derby Rd, Mansfield, NG18 5BH

**Hardware Professional work experience**

Education and qualifications

**2003-2008 GCSE level 2, The Brunts School**

* Merit (B) x2 OCR National award in ICT
* 6 other GCSE grades including Maths and Science
* Pass, Adult literacy

**2008 - 2012 A-Level Level 3, West Nottinghamshire college**

Level 3 BTEC national diploma in computer networking

* Distinction\* Distinction\* Distinction\*

Level 1 Functional skills in English

* Pass, West Nottinghamshire college

References available on request