**Louis James Leather**

62 Lamberhead Road  
Pemberton  
Wigan  
WN5 9TU

07931725043  
louisleather9721@gmail.com  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Personal Statement**I am an enthusiastic and hardworking individual who can work well within a team and by myself. I pride myself on having good interpersonal skills and the ability to show close attention to detail with all tasks. I am looking for a job where I can further development my knowledge and take my skills and attributes to the next level.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Qualifications**

G.C.S.E Physical Education A BTEC Level 2 National Diploma (Distinction\*)

G.C.S.E I.C.T B MTA Security Fundamentals

G.C.S.E History C MOS PowerPoint 2013

G.C.S.E English C MTA Operating System Fundamentals

G.C.S.E Science C MOS Access 2013

Functional skills Maths Level 2 (Pass) BTEC Level 3 Subsidiary Diploma in IT (Distinction\*)

HNC Level 4 Computing & Systems Development

Level 3 and Level 4 Diploma in ICT Professional Competence

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Employment History  
  
September 2014 – July 2015**

**KFC Team Member  
Duties include:**

* Dealing with customer requests in a timely and efficient manner.
* Food preparation.
* Cleaning and sanitizing equipment and surfaces.
* Till Operation.
* Safely disposing of waste products.  
  **August 2015- July 2017**

**MGF Excavation Safety Solutions**

**Apprentice I.T Support Engineer**

* Rolling out to over 250 users Office 2016 upgrades as well as OneDrive and SharePoint configuration.
* Setting up the VoIP phone system with the use of 3cx
* Installation of drivers and software when requested
* Maintaining and updating the BT Business Element Manager
* Using the Nortel interop system to update company phonebooks
* Installing and creating PC operating systems( WDS& WSUS)
* Sophos and SMC experience
* Print Management maintenance
* Extensive use of Active Directory
* Upgrading of hardware in laptops and desktops
* Basic knowledge of DNS and DHCP

**July 2017 – Present Day**

**MGF Excavation Safety Solutions**

**2nd Line helpdesk Technician**

On completion of my apprenticeship I was offered the position of 2nd Line technician as well the new position I was offered the chance to continue my learning at St Helens College with a part time HNC to be completed 2 nights per week after work.

Since the position change my duties and responsibilities increased, they include:

* Creation of Team Sites via SharePoint which include Roles and distribution groups
* Creating custom Raspbian images for our in-house raspberry Pis
* Deployment and Implementation of LAPS (Local Administrator Password Solutions)
* Creating custom taskbar configuration via Group Policy as well as default file protocols
* Using PDX deploy for company wide software distribution
* Using PowerShell to create a company wide signature policy to be
* Software and helpdesk audits
* Creating replication jobs via Veeam
* Creating dynamic office365 groups to replace Active directory group
* Managing other members of the team
* Creating distribution lists for Directors daily reports
* The use of DBTOOLS to grant users access to our intranet
* The use of Sophos Firewall to create VPN tunnels
* Transporting of company equipment for new users and setups

From my previous apprenticeship role, I began to take on more tasks which benefited the IT infrastructure. Helping the apprentices allowed me to pass on my knowledge and previous experiences which has helped them to progress within our company and gain a better understanding of what they need to do.

**Abraham Guest High School 2009-2014**

During my time at Abraham Guest High School I was a Sporting Ambassador. This involved representing the school at a variety of high-profile sporting events. I mentored younger pupils and offered sports coaching in a wide range of subjects. This improved their skills and also allowed me to develop my leadership qualities. I was also a member of the school rugby and football team throughout my time at secondary school.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Hobbies and Interests**In my spare time I am a keen footballer and play multiple times a week at the local sports arena. I also enjoy listening to music and socialising with my friends.  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**References**References are available on request.