**Samuel Gill**

**12 Blake Avenue, Atherton**

**Greater Manchester**

**M46 9SR**

**07988 189883 (Mobile)**

[**gill987@outlook.com**](mailto:gill987@outlook.com)

**Personal statement:**

I have always been passionate about working in IT. I wish to build on my existing IT skills as I enjoy learning new things and wish to improve my capabilities. I have over 7 years’ experience in installing new hardware into personal computer systems and diagnosing issues that arise when building them. I have experience in troubleshooting personal computer hardware and diagnosing software issues. I also have experience in web design and networking but my main interest is in PC support as I enjoy helping others.

**Skills**

* IT Problem Solving
* Microsoft Word, Excel, PowerPoint, Access and Publisher
* Making Website Designs in Photoshop
* Making Animation in Adobe Flash
* Installing & Configuring Operating Systems
* Giving advice about upgrading Computer Systems
* Networking Knowledge and Standards
* Desktop Hardware
* Creating VMs in VMWare Workstation standard
* Troubleshooting Citrix connections

**Education**

**Ysgol Uwchradd Caergybi / Holyhead High School - June 2014**

GCSE Mathematics C

GCSE English Language C

GCSE English Literature C

GCSE Science: Double Award C/D

GCSE Welsh (First Language) D

OCR Nationals Level 2 in ICT Merit Merit

Mechanical engineering level 1 Pass

**BTEC LEVEL 3 ICT Practitioners -** **Overall Grade = Distinction Merit Merit**

At Grwp Llandrillo Menai Llangefni- September 2014 to June 2016

Cisco Discovery Networking for Home and

Small Business Merit

System Analysis Merit

Event Driven Programming Pass

Object Oriented Programming Pass

Database Design Merit

Human Computer Interaction Distinction

Web Server Scripting Pass

3D Modelling Merit

Cisco Discovery Introducing Routing and Switching

In the Enterprise Pass

Cisco Discovery Designing and Supporting Computer

Networks Distinction

Communication & employability skills for ICT Distinction

Computer systems Pass

Information systems Distinction

Software Design and Development Merit

Event Driven Programing Pass

Maths for IT Practitioners Merit

Website Production Merit

Digital Graphics Merit

Computer Animation Merit

Welsh Baccalaureate Pass

# **Work Experience**

## **Work Experience Placement - Asda June 2013 (2 Weeks)**

I was tasked with tidying, cleaning and stacking shelves and was able to assist customers when they asked for help. During this placement I gained valuable skills within retail.

**Phillips and Cohen Associates - IT Apprentice - October 2017-February 2018.**

This was a first line support role. Day to day this role required me to:

* Reset passwords in active directory,
* Server management
* Hardware and desktop support (replacing terminals when broken and giving staff access to Citrix)
* Patching of cables
* Managing mobile devices in “Air Watch” mobile management software which entailed registering the device and keeping it updated.
* Sole responsibility for managing the IT helpdesk system (“Issue Track”). Setting up recurring daily tasks and monitoring and escalating (where necessary) all incoming fault tickets and getting each one dealt with within Service Level Agreements (SLAs). Prioritising tickets by importance.

## **M2 DIGITAL- Service Desk Analyst – June 2018- October 2018**

This role required me to log calls into “Intelligence”, a ticket management system. I was also responsible for taking orders from customers who need supplies such as toners and for logging faults from email, phone and web chat where I worked in a team of five. I also helped to troubleshoot issues with customers over the phone, reducing the need to log calls.

### Iris Software- Customer Support Associate February 2019- April 2019

This role required me to provide support for payroll software over the telephone, advising customers on how to fix issues with their software as well as using the software and installing and updating the software

**References**

Available on Request