**JAMIE WOOD**

**PERSONAL STATEMENT**

Technology has always been a passion of mine. I enjoy working with all aspects of IT, from remote technical support to office Hardware/Software installations and upgrades. I have a particular interest in the management and implementation of IT Equipment to aid productivity and improve business efficiency.

I consider myself to be an outgoing person who enjoys travelling, meeting new people, socialising and learning new skills. I believe myself to be a fast learner in the workplace and have demonstrable experience and knowledge for technology and the IT industry on a whole.

I am currently looking for new opportunities in the East Midlands region due to relocating to Nottingham.

**KEY SKILLS & QUALITIES**

* A punctual individual with good time management
* A good project manager
* A good manager all round
* Very quick learner
* Quick thinker and capable of own initiative
* Always alert with a sharp eye for detail
* Systematic approach and technically minded
* Helpful team player and possess natural leadership qualities
* Passionate to learn more about technology and 21st century developments
* Natural salesperson with flair and creativity
* Continuously researching and exploring new ideas for resolution

**TECHNICAL SKILLS & KNOWLEDGE**

* Windows XP, Windows7, 8, 10, Windows Server 2008 – 2012, SQL Server, Exchange,Linux and Mac operating systems, software, hardware and networks
* Communication platforms and technology i.e. handsets, VOIP, PBX system, messaging services

**EDUCATION**

**Kimberley Comprehensive School**  
Newdigate Street

Kimberley

Nottingham

NG16 2NJ

**Manchester College**

Ashton Old Road

Openshaw

Manchester

M11 2WH

**MediaCityUK**University of Salford  
MediaCityUK Plot B4  
Salford Quays

M50 2HE

**PREVIOUS EMPLOYMENT**

**2014 – Present Freelancer (IT & Marketing)**

Currently self-employed freelancer providing consultation and assistance to private clients for IT and Web-based Marketing Services:

* Web Development – PHP/MySQL and Wordpress
* Social Media Management
* Search Engine Optimisation
* I.T Support to private clients
* I.T Equipment Spares & Repairs

**2011 – 2014** **IT & Business Development - BOURNES LTD, Manchester.**

By the end of 2010 (Yr1 turnover had increased by £1M.) I had begun working alongside the senior management team and business directors providing implementation ideas for an overseas call centre, professional networking, PBX systems and company Firewalls and website development.

* Main duties consisted of Managing and supporting at least 20-30 employees with general IT and technical support across six floors I had over the time being at Bournes worked my way up to Assistant Managing Director (There wasn’t any higher I could progress in this multi million pound company) .

**Key Responsibilities/Duties:**

* Managing Technology Asset Register (I was responsible for every piece of technology in this company sometimes I had to learn things quickly to meet demands of the business which I found that I excelled in.)
* Configuring the CRM system and resolving issues
* Project Management
* Micro Managing team leaders
* Software installation and upgrades
* Hardware installation and upgrades
* Predictive Dialler installation and administration
* PBX Development and Administration
* Network Configuring and Administration
* Configuring Firewalls and putting procedures in place to protect the company data
* Server Upgrades and Backups (Windows/Linux)
* Search Engine Optimisation and Social Media Optimisation (Marketing)
* Working alongside Software Developers and Marketing Managers
* Database management and backup
* Taking business meetings

“I couldn’t get enough of what this company offered me! Even if I didn’t know how to do something I would go out my way to learn it… often working in my spare time! I had progressed from junior level to senior IT position within a year. In 2012, I was offered a Business Development position. I was responsible for the Sales department – a total of 30 employees inc. 10 located overseas (Spain). During this period business turnover was £4M with a high proportion achieved by the Sales team. I later decided to take up my previous technical role as my love is in ultimately for technology, along with its excellent benefits and salary!”

**2010 – 2014 Technical Support Officer - BOURNES LTD, Manchester.**

A national Debt Management Company, based in Manchester.

I joined the business during a period of growth and throughout the year I had an opportunity to float across all areas of the business; ultimately providing technical support, guidance and assistance where and when required, to proactively resolve and react to short deadlines and steep targets.

**Key Responsibilities/Duties:**

* Desktop and Remote System Support Windows, Windows Server
* Software installation and upgrades
* Hardware installation and upgrades
* PBX Development and Administration
* Predictive Dialler Development (using Asterisk)
* Sourcing SIP Trunks at Competitive rates and configuring these into our PBX System
* Running and maintaining call centre sometimes ironing out problems with the Phone System (PBX/VOIP)

**2003 – 2009 PC Support Technician** - **PC SERVICE CALL**

PC Service Call provided IT technical support, advice and guidance to consumers with service guarantee and insurance on behalf of PC World and Currys.

* First and second line support
* Solely supporting the helpdesk and call logging and providing quick and efficient resolutions to all technology related problems up to 2nd line support.
* Producing reports as and when requested by the IT Manager on all helpdesk and system related issues.

**ADDITIONAL INFORMATION**

Ethnicity: White British

DOB 19/01/1986

Clean Driving Licence

**CONTACT DETAILS**

35 Almond Rise

Forest Town

Mansfield

NG19 0NA

E-mail: jmenotts@gmail.com

Tel: 07533 025 700

**REFERENCES AVAILABLE ON REQUEST**