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| **CONTACT INFORMATION** | | | | |
| **Name** | Jake Smith | | | |
| **Address** | 4 Southlands Mount  Riddlesden  Keighley  West Yorkshire  BD20 5HB | | | |
| **Telephone** | 01535 | | 667861 | |
| **Mobile Phone** | 07505452885 | | | |
| **Email** | Jake.smith29@live.com | | | |
| **PERSONAL INFORMATION** | | | | |
| **Date of Birth** | 29-09-1998 | | | |
| **EDUCATION** | | | | |
| Date 2010 - 2015 | Bingley Grammar School | | | |
| Date 2015 – 2017 | Craven College | | | |
| **EXAM RESULTS – BINGLEY GRAMMAR SCHOOL** | | | | |
| ***Subject*** |  | | | ***Grade*** |
| English Language | GCSE | | | C |
| English Literature | GCSE | | | C |
| Maths | GCSE | | | C |
| Science | GCSE | | | C |
| History | GCSE | | | C |
| Electronics | GCSE | | | C |
| Media | GCSE | | | C |
| ICT | GCSE | | | A |
| **EXAM RESULTS – CRAVEN COLLEGE** | | | | |
| Level 3 Diploma in Computer Science | | BTEC | | Distinction Star  Distinction Star  Distinction |
| **RESULTS - INSTITUTE FOR APPRENTICESHIPS** | | | | |
| Infrastructure Technician level 3 | | Institute for Apprenticeships | | Distinction |
| **INDUSTRY QUALIFICATIONS** | | | | |
| ***Completed Qualification*** | | | | ***Date Achieved*** |
| Exam 70-698 - Installing and Configuring Windows 10 | | | | 05-01-2018 |
| Exam 98-368 – MTA: Mobile Mobility and Devices | | | | 19-01-2018 |
| Exam 98-369 – MTA: Cloud Fundamentals | | | | 16-02-2018 |
| Exam – Comptia A+ | | | | 09-03-2018 |
| **PROFILE** | | | | |
| I consider myself to be hardworking, patient and committed. I am highly motivated, enthusiastic and thrive when taking on new challenges.  I enjoy working in a collaborative atmosphere where I am able to learn new skills from other colleagues and work effectively as part of a team.  I have a Full UK car license and I am willing to travel to client’s sites.  I would welcome the opportunity of working in your organisation. | | | | |

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| **CURRICULUM VITAE** | | |
| **WORK EXPERIENCE** | |
| ***Mansys UK Limited: July 2017 - Present*** | |
| When starting at Mansys I was as an apprentice completing the new builds and repairing hardware such as PC’s, laptops and Mac’s. During my apprenticeship I had to complete a number of written assignments to demonstrate the information and skills I had developed over the eighteen month time period. I achieved highly in this and continue to revise and work towards industry qualifications.  Whilst being at Mansys I have gained experience in a variety of roles through a range of tasks surrounding different areas of computing, which are listed below:   * 1st. 2nd Support for multiple clients * Administrating remote maintenance and adjustments via Labtech * Office 365 – creating users manually and via Directory sync, Office Application advanced support, Creating public calendars and modify email security by administering Multi factor authentication and mailbox delegation. * Group Policy Management – Mapped drives – securing and restricting access to files and applications * Active Directory – creating user, security groups and Organisation Units (OU) * Hyper V (Hypervisor) – Occasionally using different Virtual machine managers * Working with a range of specific servers which vary between clients- RDS, FP’s, DC’s, MX, SQL, Application server. * Virtual machines- managing virtual machines on site and in the Mansys Cloud infrastructure * Corporate Software solutions – First line of support before Developers for software such as Exchequer, IRIS, SAGE, Earnie, Propman, Document Manager, Bighand, and Partner * VPN Implementation – PPTP / SSTP/ OPENVPN / WatchGuard / Cisco * Multi-Function Printer * Altaro / Solarwinds / Shadow copy backup maintenance * Mac Support * Ticket management – Prioritization and time management * On-site support – Traveling to site to resolve tickets * Procurement – Sourcing hardware & software for the client | |
| ***Placement: Skipton Laptop Centre: March 2016 – April 2016*** | |
| During my time at Craven College I completed placement at the Skipton Laptop Centre to better my professionalism and personal skills. The placement included diagnosing and repairing client's PC’s and laptops that were brought in to the show room. When interacting with customers or clients I acted in a compliant manner and attended to their requests and questions. Part of my role during this placement was handling money through card and cash payments which developed my mathematical skills as I had to promptly calculate customer and client transactions. | |
| ***Busfeild Arms: April 2015 – September 2018*** | |
| In the Busfield arms I was a bartender which entails talking to customers and ensuring they are satisfied with their visit. I was in control of requests for the B&B and the restaurant, where I was expected to work in a fast pace environment and act in an organised and coherent manner. Another key attribution for this role was problem solving as this needed to be implemented when dealing with money or complying with customer complaints. My duties at the Busfield Arms also included cleaning the work areas and preparing the kitchen for service and for the following day’s work. At the end of my shifts I was responsible for locking up and making sure the building was secure, which demonstrates I am trustworthy and reliable as this is an important role I was designated. | |
| **HOBBIES AND INTERESTS** | |
| One of my main interests is listening to music and attending concerts and festivals. I am a very sociable person and enjoy interacting with people who share the same interests as me, as it gives me the opportunity to discover new artists. In my spare time I also help family and friends with IT problems they have and thrive at taking on new challenges that may be caused when solving certain IT issues. As I like to take on new challenges and better my computing knowledge and professionalism, I often conduct research surrounding new and upcoming technology to ensure I am up to date with the latest IT. I have created websites for a range of clients which has enabled me to progress my IT and computing skills but in a different format to what I am used to. I have succeeded highly at a number of websites and this is something I have really enjoyed as it allows me to be creative with IT but it is also very rewarding when a customer is satisfied. As well as this I have a full UK drivers licence. | |
| **REFERENCES** | |
| **The Busfeild Arms**  Sue Crosswaite  Main Road  East Morton  Keighley  BD20 5SP  01274 563169 | **Skipton Laptop Centre**  Dominic Simpson  16 Swadford Street  Skipton  North Yorkshire  BD23 1RD  01753 700934 |
| **Mansys UK LTD**  Sam Sambhi / Sue MacPherson  5a Antler Complex  Bruntcliffe Way  Morley  LS27 0JG  0113 433311 | |