**Tom Dewhurst**

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| **Profile** |

I am a determined worker with a good work ethic, able to work effectively in a team as well as on my own initiative. I’ve had experience of this in both previous employment and higher education. I am computer literate, efficient in the use of Microsoft Windows and Office and most generally available software. I can also learn to use new systems and new software very quickly. I’ve had experience of using and troubleshooting common software such as Microsoft Office as well as in-house software, generally available hardware (desktops, laptops and mobile) as well as EPOS hardware and software while working at Sodexo and Bolton Council, as well as logging calls taken either by phone, email or self-service tickets and resolving within given SLA’s.

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| **Skills and qualities** |

**Computer literate** - Through past IT courses and both personal and professional experience, I have become computer literate with both hardware and a variety of common software packages

**Able to drive** - Possess a full, clean, UK driving license as well as having Pass Plus.

**Organisation** - With experience with filing systems

**Communicative** - Good interpersonal skills, at all levels within an organisation

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| **Employment** |

**Sodexo UK, 2017 – present**

**Service Support Technician**

Supporting a large user base providing IT support and guidance to over 30,000 employees across the UK and Ireland. During this role I have become proficient with call logging, SLA’s and KPI’s as well as dealing with a wide variety of software and hardware; including Windows 7, Active Roles System (a custom interface for active directory), EPOS solutions, telephony, broadband, SAP, Office 365 and internal stock management systems.

**Royal Fleet Auxiliary, 2017**

**Communications Apprentice**

Training to be a communications rating in the Royal Fleet Auxiliary, a service that replenishes stores at sea. I learned valuable skills such as morse code, discipline, communication, firefighting, first aid and overally timekeeping.

**Fujitsu, 2012 – 2013  
Customer service technician**

Working as a customer service technician providing IT support over the phone to Bolton Council employees. I gained experience using the telephone in a professional manner, following guidelines and providing remote technical assistance and advice to users.

**British Heart Foundation, 2012  
Stock generator**

Working as a stock generator contacting businesses and delivering leaflets to local households generating stock for the charity.

**WEEERECO Ltd, 2012   
Recycling operative**

Working as a recycling operative dismantling IT and electrical equipment as well as dealing with computers due to be refurbished which needed to be wiped of confidential data. I have experience using tools as well as computer systems and protocols that needed to be followed to meet data protection laws and standards to ensure the data was erased correctly.

**Bolton Council, 2007  
Revenues and benefits support services clerk**

Working in the support services area of the revenues and benefits department; handling and organising paperwork, inputting data to in-house software systems, shredding paperwork and delivering and receiving support and documentation/equipment to and from other departments.

**Bolton Council, 2005**

**Housing benefits and revenues support services clerk**

Work experience from Little Lever School. (As above)

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| **Education and qualifications** | |
| **QA Manchester, 2018**  ITIL Foundation V3  **University of Bolton, 2010 - 2011**  BSc (Hons.) Multimedia & Website Development. (Had to finish due to illness, since resolved) |  |

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| **University of Bolton, 2008 - 2010**  HND Business Information Systems - passed. |  |

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| **Bolton Community College, 2006 – 2008**  BTEC National Diploma for IT Practitioners (End User Support) - passed. Includes Key Skills – Level 2. |  |

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| **Little Lever Specialist Language College, 2001 - 2006**  10 GCSE’s including English, I.C.T., Science Double Award, Mathematics, Spanish, Music, Geography, as well as ECDL Level 2. |  |

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| **Interests and hobbies** |

I take an interest in technology and gaming, as well as reading and writing articles for review sites.

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| **References** |

Available on request.