Jamal Sterling

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**Skills:**

**Systems**

Windows XP/7/8/10**,** MacOS 10x, Android, MacOS

**Networking/Administration**

TCP/IP**,** DHCP, AD SCCM, Jamf

**Applications**

MS Office, Adobe Creative Suite

**Education and Qualifications:**

July 2019 ITIL 4 Foundation

Sept 2013 to July 2016 – Manchester Metropolitan University, Manchester, UK

BSc in Computer Forensics and Security, (Honours - First Class)

**Work Experience:**

Sept 2018 to Present Manchester Metropolitan University,UK

**IT Assistant** **Information Systems and Digital Services**

* Follow procedures for logging, tracking, escalation, complaints and documentation of calls to the Service Desk on a customer record management system, plan and prioritise own work load.
* Experience supporting Microsoft Windows in an Active Directory environment
* Work as part of a team to provide service users with solutions to simple and complex problems.
* Monitoring and reporting of service level outcomes achieved, suggest ways to improve service delivery, accessible, more effective to ensure that the service meet the needs of the customers.
* Participating in technical projects, progress against plans in to maximise the likelihood of successful delivery and identifying the need for further action and resources where necessary by extracting and analysing data and taking corrective action.
* Develop, maintain and apply a breadth and depth of current technical and professional expertise in order to resolve problems using initiative and creativity and to develop appropriate solutions to meet a wide range of technical and non-technical criteria.
* Advise and to develop learning materials in IT support areas to staff and students using a variety of formats in order to help them make effective use of IT services.
* Contribute to the development of methods of working, follow agreed methods of working and in particular to produce and maintain documentation in order to support the long-term delivery of projects and services.
* Liaise with third-party support and PC equipment vendors
* Experience of providing Audio Visual support

April 2017 to Sept 2018 Manchester Metropolitan University,UK

**Graduate IT Services Assistant, Services**

* Manning the IT Helpline and providing instant solutions to IT incidents, problems and requests received by telephone, electronically or in person.
* Explaining complex IT issues to non-technical employees
* Creating and maintaining accurate database of all pending and resolved IT issues
* Undertake routine SCCM OSD and desktop management tasks including imaging devices with Windows 7 and Windows 10, device collection creation, reporting and monitoring, client troubleshooting
* Experience of using various support systems and tools used on the IT Helpline, e.g. LogMeIn, Bomgar, Cherwell, Safecom and Microsoft tools.

June to August 2016 Homes for the Homeless Summer Camp Lanowa, USA

**General Counselor**

Provided support to campers and guidance of learning new life skills, responsible for the camper’s wellbeing, health & safety, quality of social interaction and program participation, for them to feel part of the group and have fun!

June to August 2015 - Homes for the Homeless Summer Camp Lanowa, USA

**Kitchen Worker**

Undertook various kitchen duties to help maintain a safe, efficient, clean and organised kitchen. I was responsible for setting up the counter for table setters, providing counter service during meal times, washing up and kept the kitchen clean.

Sept 2015 to June 2016 – Manchester Metropolitan University,UK

**Third Year (Level 6) Students Representative**

Involved in practical conversations about IT and campaigned for positive student-led change of different situations enabled me to find out what students think about their education and raise this with academics.

Sep 2013 to April 2015 - Manchester United, Manchester, UK

**Kiosk Assistant**

Served food and beverages to customers and maintained a high standard of cleanliness. I handled cash and carried out stock counting before and after shifts.

**Achievements**

Duke of Edinburgh Silver Award

* Volunteering section: 6 months.
* Physical and Skills sections: 3 months.
* Expedition section: 3 days/2 nights.