**Sam Young**

Congleton CW12 – samjamesyoung@outlook.com - 07340677460

**WORK EXPERIENCE**

**Technology Support Specialist (Current Role March 2018)**

Prism Solutions ltd – Currently Contracted to Saint James Place – Congleton –

Prism have currently sub-contracted me to be a part of the SJP Technology Support Team.

The current project is supporting 15,000, the work tends to be providing fixes for Exchange, Active Directory, Anti-Virus, Citrix, VPN, Mobile Iron, Hardware, Software Centre SCCM, Amazon Work Space and Office 365.

I currently work on the 2nd Line Team as an escalation point from the 1st line. Day to day I manage my own ticket load and communicate with users effected with IT issues via phone calls, emails and Microsoft Teams.

The tickets can range from day to day, common issues I help to fix are issues with Mobile Iron installations, Outlook issues where users can not sign in, missing emails and calendar sync issues. I also deal with Printers and scanning issues using Follow Me Software and Active Directory Software Adaxes.

I work within a small team and know how important it is to manage your workload successfully to not effect work flow, I also understand how important it is to be a team player and not to just consider individual success. I believe when working in a 2nd line role it is vital to share all knowledge within a team as when you work in a higher level of IT you come up against issues that many team members may not have faced.

**1st Line (Helpdesk) IT & Technical Support Agent**

ATOS (Part of Adecco Group) Crewe, Cheshire – August 2016 to February 2018

I currently work at Atos on a 1st line technical support helpdesk assisting to external customers in the Ministry of Justice, assisting them with hardware and software problems, giving advice and fixing a variety of issues via phone, email or through Citrix for the Ministry of Justice team.

I maintain a high degree of customer service for all support queries and have an excellent telephone manner and service, I aim to be proactive when dealing with all user issues. I log all calls on the call logging system and maintain a log of any software or hardware problems detected to keep track of frequent problems.

I enjoy supporting users in the use of computer equipment by providing necessary training and advice and I arrange for external technical support where problems cannot be resolved. In this role I would support Lotus Notes, Office 365, Group Policy, Ndelius and Oasys, the software was often bespoke software for the Ministry of Justice.

**Junior Software Developer**

ALPS - Congleton, Cheshire – November 2013 to July 2016

I thoroughly enjoy programming and excelled working as a junior software developer at ALPS. I learnt how to program very quickly because I enjoyed it and also often practised outside of work. My main focus at ALPS was to solve tasks and technical issues put onto a helpdesk by other employees within the company using a bespoke software

Examples of software I used was; Autoclaim- a claims system which I helped to code in VB.Net, ALPS CMS- the company’s Content Management System- I used SQL to update the system regularly. I also helped to develop the Communic8 website in HTML and so have a broad knowledge of different programming languages.

My other responsibilities included constructing Telirik or Chrystal Reports to provide information to business directors and managers, fixing hardware and software problems for users and creating new users on Windows Server 2012. During my time at ALPS I worked closely within a professional IT team developing good relationships. I also pride myself on my punctuality and working to deadlines.

EDUCATION

**GCSE in Maths & English**

Macclesfield College 2013 Grade C

**Certificate in Microsoft Excel**

**Information Technology (ICT) Level 3 BTEC**

Macclesfield College 2012 to 2014

**Adult Numeracy and English Level 1 & 2**

Macclesfield College 2012 to 2014

SKILLS

* Able to program in VB.Net, C#, MS SQL and HTML
* Fully skilled in using all Microsoft Office Programs (Visio and Access)
* Highly punctual
* Able to problem solve in a variety of situations and come up with solutions
* Prioritising workload
* Highly motivated
* Confident
* Ability to work at a face pace with attention to detail
* Eager to expand my knowledge, learning and skill set
* Good CMD experience
* Team Player