**Jay Clarke**

**Curriculum Vitae**

Number – 07876277488

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**PERSONAL PROFILE**

I am a technologically motivated individual with an outstanding professional manner and a keen interest in IT. I consider myself to have excellent organisational and problem-solving skills, which I actively apply to any task that I am challenged with.

**KEY SKILLS**

SQL

Office 365 Administration

Active Directory

Incident Management

Multiple Operating Systems – Windows, Mac, Linux.

Monitoring Tools – Solarwinds, Nagios, Grafana, Pingdom.

**EDUCATION**

*Sept 2015 – July 2017*

Mid Cheshire College, Chester Road, Northwich, CW8 1LJ

BTEC Extended Diploma in IT Level 3 - Grades of Distinction\*, Distinction\*, Distinction\*.

*Date from 2004 to 2009*

Middlewich High School

2004-2009 I received 9 GCSE’s of grades C and above. This includes English Language and Literature, Maths, Biology, Chemistry, Physics, IT, History, Statistics and Music.

**EMPLOYMENT**

*Date from July 2019 to Present* – I was promoted from my role as a 1st Line Support Analyst at The Hut Group to a Technical Team Lead on the Global Operations Centre Team. My current roles working for one of Europe’s leading online retailers include, managing our Global Operations Centre Team, coordinating the team during incidents and serving as a single escalation point for our technical issues.

*Date from July 2017 to July 2019 – During this time I worked as a 1st Line IT Support Analyst on the Service Desk at The Hut Group. My daily roles involved, Active Directory administration, using SQL to query live databases, Office 365 administration, internal software and desktop support – covering both Mac and Windows as well as analysing graphs, data and responding to any incidents.*

*Date from October 2014 to June 2015* – During this time I worked at a company called Nationwide Network Services. I worked primarily on the phones as a customer service advisor. My primary role was to book vehicles in for repairs at company owned body shops around the country on behalf of insurance companies and ensuring that the repair process moved along without any issues. I was awarded employee of the month in this job role for my hard work and dedication to the customer and client’s needs.

**SUPPORTING INFORMATION**

I am an avid reader, mainly of works on psychology and philosophy. Aside from this I am also a keen musician, cook and maintain a regular gym routine to maintain my own health and wellbeing. I hold a clean UK driving license.

***References available on request***