Allan White

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**Profile**

I have been working on an IT service desk handling 1st and 2nd line tasks for around 18 months. Through this role, I have covered a range of different aspects of IT including Migration, Windows 10 Installation, Office 365 Installation, basic networking as well as using tools such as AD to tackle tickets. Throughout I have been learning and studying for a Level 3 Infrastructure Technician Course.

**Education / Qualifications**

**Kirk Hallam Community Academy –**

* 12 GCSE'S B – C (Or Equivalent)
* Key Points; - C (English) C(Maths)

**Derby College –**

* Level 2 IT Diploma – Pass
* Level 3 Public Services – Merit

**QA –**

* Level 3 Infrastructure Technician
* MTA – Networking Fundamentals
* MTA – Mobility and Device Fundamentals
* MTA – Cloud Fundamentals
* BCS Level 3 Award – Business Processes

**Skills and Competences**

* Active Directory
* Office 365
* Windows Server 2012
* ERP
* Troubleshooting and Resolving tickets
* Customer Service with end user’s satisfaction in mind
* Hardware and Software Configuration
* Verbal and written communication
* Timekeeping & Attendance
* Goal Orientated

**Notes**

* Full UK drivers license
* BCS Level 3 Award – Coding and Logic

**Career Summary**

**Seven Oakes Inn**

*October 2015 – March 2018*

**Waiter –** During this role I developed my customer service skills, as I was constantly dealing with patrons and aiming to make sure they had the best possible experience. Through this job I also learned how to function well in a team and how to divvy work up between a group of people to get a collective goal accomplished quicker than working alone. I also learnt to effectively manage my time so each customer felt valued and they had speedy service.

**SynergyLMS**

*March 2018 – Present*

IT Support Apprentice – During this role I had to support a company of 500 – 1000 with around 150 users who would contact me with their issues. I also learnt a lot about manging IT systems and how to resolve issues. Through this role I developed technical knowledge and how to meet targets and resolve tickets. Over the course of this job I learnt skills such as Active Directory, Windows migration, 365 migration, file print servers, configuring new hardware and software and Windows 10. Throughout I had access to a 3rd party’s ticketing system and got familiar using that to find and resolve queries.