**Personal Profile:**

**Curriculum Vitae**

Education:

* 2009 – 2010: Zenos IT Academy
* 2004 – 2007: Wyke Manor Upper School
* 2001 – 2004: White Chapel Middle School
* 1996 – 2001: Low Moor CoE First School

Full UK, since April 2011

Driving License:

* **Zenos Academy - Leeds**
* **Qualifications**
  + MCDST
  + CompTIA A+
  + ADITP
  + NVQ LVL3
  + Key Skills (maths and English)

Studies:

Jake.Riches@live.co.uk

E-Mail:

**Personal Information:**

07393776244

Mob Telephone:

**Contact Information:**

BD12 8Q

Postcode:

Bradford

Wyke

53 Blackstone avenue

Address:

01274 974106

Telephone:

28 – D.O.B: 16/04/1991

Age:

**Jake Riches**

Name:

I describe myself as a highly motivated and enthusiastic individual who is friendly, reliable, and commercially aware. I possess a wealth of experience covering a wide background accustomed to working to schedules in a pressured environment. I am a confident, well organised, highly creative and a self-motivated person with a good sense of humour and the competence to develop and motivate others. I approach all tasks with a positive attitude and I have the ability to communicate effectively at all levels.

**Educational Information:**

* ***Employer Reference***

Steve Jackman

Capita Financial

2 The Boulevard

City West One Office Park

Gelderd Road Leeds

LS12 6NT

07788 303327.

**References (Further references are available on request):**

**Leisure Activities:**

**Employment:**

**Key Skills:**

* 2nd Line Support Role at Link Asset Services

Permenent Role: Apr 2014 – Present.

* + As per the roles below, plus:
    - Citrix Administration.
    - Microsoft SharePoint Administration.
    - Administration of IP Phone System (Mitel/Avaya).
    - Networking / Patching Ports.
    - Windows XP to Windows 7 Migration.
    - Managing System Backups and Tapes Changes.
    - Desk moves.
    - Providing support across multiple sites.
    - Rebuilding, repairing and maintaining PCs
    - O365 exchange administration
    - Window 10 upgrade/support
    - Supporting virtual machines with VMware
* 1st Line Support Role at The Health Informatics Service:

Temporary Contract: Oct 2011 – Oct 2012.

* + As per “Lloyds Banking Group” below;
* 1st Line Support Role at Lloyds Banking Group:

Temporary Contract: Apr 2010 – Mar 2011.

* + Dealing with customer queries / problems patiently and politely.
  + Remotly troubleshooting hardware / software issues.
  + Installing software using remote deployment and diagnostics tools.
  + Maintaining and updating knowledge and assets databases.
  + Logging support tickets in IT Helpdesk system (remedy).
* Microsoft Windows (XP, Vista, Win 7, Win 8, Win 8.1).
* Microsoft Windows Server (2008).
* Microsoft Office (2003, 2007, 2010 and 2013).
* Microsoft Outlook (2003, 2007 and 2010).
* McAfee ePolicy Server (v6.x, v7.x) – VirusScan, HIPS, Safeboot, EE, EEFF.
* Active Directory and Remote Desktop.
* Symantec Backup Exec
* LANDesk
* Support Works v7.5
* Worked in ITIL aware environments.

Employment:

Technical Skills:

References:

* Watching films and going to the cinema.
* Swimming.
* Socialising with Friends.
* Spending time with my family.
* Building & maintaining Computer Systems.

Hobbies & Interests: