**Daniel Hirst**

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**Personal Profile;**

The technological field is something which advances at an exponential rate in this day and age. It is something that has become a key interest of mine over the past few years. I have followed technological advancements within ICT since around 2005 where I recieved my first PC. I am always looking to further my knowledge within the field because of the passion I hold and willing to learn as much as I can, where possible. I don't want just a job that I go to for years then leave and not have a clue what to do after. I am looking for a career that gives me opportunities to help further myself and the industry together. I want to stay at the forefront of the modern technological advancements within the field as it continues to grow. Not only is technology a way forward for computing but for health care, travel and making life in general - easier.

**Key Skills;**

Fast typing speed for extended and comprehensive work completion

Effective information communication on verbal and written standards

Extensive IT building and use within personal and work life

Wide and extensive experience with multiple software applications

Superb time management

Complex money management

Working knowledge of MS Office applications with educated re-enforcement

Working knowledge of technology in general and its advancements

Competent team and individual skills for work and communication on different scales

Able to find errors in my work quickly as well as to provide assistance to others

Multiple passes of my work so that it's done correctly and to the best of my knowledge

Past design work which increased my task precision and persistance for perfection

**IT Knowledge;**

I have experience with building and repairing computers which includes troubleshooting my own computer, friends and work colleagues. It took me around about a year to fix my personal computer as I couldn't afford to buy replacement parts so I tried methods to fix it that were free. This ranged from new drivers, fresh Windows installs and also rebuilding the entire PC. I even tried small registry edits to try to solve the persisting issue. The issue persisted all along until I finally replaced my RAM, which then fixed it. I had an idea that it was the RAM in the first place I just wanted to make sure it was before spending even more money on an already expensive computer. This is why I continue to build and configure machines for myself and others. Whenever they come into trouble they contact me to try fix it. In most cases I can help. At the moment im looking at NVmE SSDs to accelerate my workload and efficency in tasks I undertake at home. This is a part of the technological advancement of the modern age and something which may be useful to know how to use in the future. Knowledge is power and with power comes great responsibility. With that responsibility I want to advance and express how important technology is to everyone around me and help promote it where I can.

**Education;**

BTEC Level 3 Diploma in Professional Competence for IT and Telecoms Professionals (QCF)

Level 3 Extended Diploma in IT - **Distinction, Distinction, Merit**;

ICT OCR National Award - **Distinction**

Edexcel BTEC Level 2 Extended Certificate in Construction (QCF) - **Pass**

Learning to Learn (NCFE) Level 2 - **Pass**

Mathematics GCSE - **B**

English Language (AQA) - **C**

Additional Science (AQA) - **D**

Film Studies (WJEC GCSE) - **D**

**Employment History;**

Sports Direct - Shop Assistant - Temporary Contract (September 2013 - January 2014)

* Organizational skills gained from restocking the stock room as well as also improving the look of the store front's appearance towards customers
* Working as part of a team to help raise customer satisfaction
* High level of customer communication requiring happy and knowledgeable information to be given to the customer
* Improved communication skills whilst working with workforce and speaking to customers

DHL - Warehouseman - Temporary Contract (September 2015 - January 2015)

* Advanced time management as 14 hours of my day was dedicated to getting ready and going to work
* (Picking) This allowed me to learn to organize things further and make myself see how products can change even in the slightest way
* (Packing) This allowed me to continue my organization observation further by allowing me to determine package sizes with the correct bag and/or box
* Marshalling allowed myself to solo manage and be responsible to send off big items to be delivered. Entailed replacing boxes for the packer and also scanning/verifying that the container was ready to be shipped.
* Money management and communication skills needed to manage and also setup my payment system as the agency I was with for DHL used an external accounting company. This led to me contacting three different companies to set things up, or if I had an issue.

Lexon UK LTD - (July 2016 - October 2016)

* Further picking training for more expensive products to be allocated to the correct customers/businesses
* Further packing training for more expensive products and labelled accordingly for different locations and governmental security audits
* IT Skills prevelent when fixing computing and network errors causing a hold up within the work place. Fixed numerous computers to improve workflow and fix slow machines that were held up with invalid files and incorrect dll files.
* Management communication allowing myself to sort and correct situations that include warehouse and IT work to improve company workflow and position if so need be.
* Assitance provided to external contractors to diagnose equipment failures such as conveyors and CCTV.

West Yorkshire Fire & Rescue Service - ICT Apprentice (4th January 2017 - July 2018)

* Responsibility for time management on College work as well as workplace scheduling.
* Assistance and lead on multiple projects that include but not limited to, Fire Engine overhauls, PC Equipment changes, Server Changes and Staff/Workplace feedback.
* Solo installations of expensive and high end equipment that allows the Fire Service to operate.
* Diagnosing of systems that are beneficial for legal matters.
* Supporting Fire Crews and Support Staff in their roles with general IT equipment such as PCs, Monitors, Laptops, Microsoft Surface Pros and Printers.
* Testing of multiple pieces of mobile equipment that operational staff require/use.
* Feedback and suggestions provided to inherently improve a new system installed within the organisation.
* Diagnosing of issues with old and new equipment, used for monitoring telephonic lines.
* Communication of issues and practices to external and internal services.
* Lead given to myself for the training and support which is provided to new staff and external contractors.
* First point of contact for line manager on new technology queries as I am usually aware of the hardware and/or software.
* Use of vehicles to do my job at 30+ different sites that we provide support too.
* Management of said vehicles within ICT to allow all members to do their job as well as maintain a working vehicle at all times.
* Constant improvement gained through meetings with other staff members and managers to see what I can do personally and as a team, to improve.

QA LTD - IT Technician - Fixed Contract (16th July 2018 - Feburary 2019)

* Responsibility for time management within standards of SLA configuration
* Assistance with project and software rollouts
* Solo progression of customer service and self diagnosing for technical problems
* Advanced Active Directory experience
* Marketing and Sales platform integration experience
* Liasion with multiple teams including 1st and 3rd line. Inclusion for problem solving, technical diagnosis and software/hardware deployment
* Addional training and support for Windows 7-10 along with OSX.

Bonmarche - Support Desk Technician - (1st April 2019 - July 2019)

* Responsibility for time management within standards of SLA configuration
* Assistance with project and software/hardware rollouts
* Solo progression of customer service and self diagnosing for technical problems
* Advanced Active Directory experience
* Marketing and Sales platform integration experience with inclusion of Nova software which is UNIX based.
* Liasion with multiple teams including 2nd and 3rd line. Inclusion for problem solving, technical diagnosis and software/hardware deployment
* Technical diagnostic support for third parties.
* Physical remote and UNIX testing/configuration

Fusion Manage IT - Support Desk Technician

* Full and direct access to multiple servers, locations, AD and company information for external clients
* Dealings with multiple businesses and customers as part of internal contracts established by management. This includes phone, remote and physical support.
* Full 365 backend control and provision to monitor, provide and configure accounts as well as manage companies full exchange configuration
* Specialist software support for each company under contract along with general support and diagnostics on hardware and networking equipment
* Direct communication and escalation with 2nd Line, App Support, Projects and 3rd line teams.
* Self management of queue as well as provisioned allocation for phone calls and email support. Time management and teamwork required to reduce overall company workload and abide by agreed upon SLA's and established contracts.

**Personal Details;**

Generally I like to stay active and healthy. I walk my dog twice a day and play with him for most of the day where possible. This helps me to keep an active mind and body, as well as understand his personal traits and emotions. Animals and Humans alike react to different things in different ways and just staying active myself, helps me to stay happy whilst not putting on a massive amount of weight which would slow me down in any instance of activity or work. This is why I enjoy going to the gym to help my endurance. This is so I have a healthy body - which in my opinion, helps to promote a healthy mind. This allows me to further open my mind when I learn things as I'm not stressing about anything else and I'm fully concentrated on what I need to be doing in order to succeed.

References available upon request