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|  | Aaron Roberts  London NW7 − 07463719364 – robertsaaron174@gmail.com |
| Objective | A highly motivated and hardworking individual. Seeking a job in IT to build upon my interest and knowledge in computing. Currently studying for CCNA and currently have Comptia A+ with experience of Microsoft operating systems, Linux and Common Microsoft office Applications. 1st and 2nd Line support, Windows Laptop, Remote desktop support, Apple Mac and Mobile Phone deployment. |
| Experience | 01/2019-Present **University College London Hospital**  **Windows 10 Rollout Engineer Team Leader**  Responsibilities included   * Data input * Floorwalking * Teaching end users on how to deal with the new systems in place * Teaching other engineers configuration on how to properly set up WOW’s (workstation on wheels) * Working by myself and as a TL  11/2018-Present **University College London Hospital**  **Windows 10 Rollout Engineer**  Responsibilities included   * Being part of a team of engineers responsible for the windows 10 rollout to 8000 users across multiple UCLH sites * Asset Tagging and tracking Computers * Data input * 1st and 2nd line support * Solving tickets using ServiceNow * Troubleshoot and problem resolving * Using active directory for password resets and user profiles * Using SCCM to build and image new Windows 10 PC’s * Dealing directly with the end users and VIP’s including CTO’s and Hospital Directors  07/2016 – 04/2018The Assisted Selling GroupOffice Coordinator and IT Administrator Responsibilities included   * Handling of letting enquiries, coordinating appointments and Viewings * Production of lettings packs for potential tenants * Coordinating with 3rd party tradesmen regarding repairs and invoicing, etc * Completion of administration (reference requests, deposit processing, etc) for potential tenants * Start to finish coordination, from tenant enquiries to tenant acceptance of property possession. * End of tenancy processing, including property renewal, deposit refunds. * Notice to quit processing and Eviction proceedings where necessary. * IT administration and 1st line support * Software updates and email administration  07/2014 to 11/2014 **BT**  **IT Admin Trainee – Summer Placement**   * IT Admin Support * Basic 1st Line Troubleshooting * Basic Network configuration and Troubleshooting * Microsoft application support * Laptop deployment * Mobile phone deployment * Apple Mac Deployment |
|  | 07/2013 to 11/2013Cancer ResearchSales AdvisorGreeting of customers that entered the shopStocking shelves with merchandisePOS salesKeeping the shop tidy and cleanMerchandise tagging and stock monitoringResponsible for processing card and cash paymentsInvolved with stock control and management08/2011 to 09/2011Health vision UKAssistant Care Home Worker (Work Experience)o Built and maintained relationships with clientso Made special arrangements for clients that needed or requestedhelpo Visiting client’s homes on a daily basiso Assist manager with duties and responsibilities07/2011 to 08/2011 (Work Experience)Network RailJunior Customer Service Representativeo Was the first point of contact with customerso Used my judgment to make the correct decisionso Provided excellent customer serviceo Offered guidance and advice to customer querieso Dealing with complains on a regular basis06/2010 to 06/2010AECOM ArchitectsJunior Architect Assistant (Work Experience)o Experience of AutoCAD software, used this to design the stadium o Filling and photocopying designs for Architects |
| Education | 09/2013 TO 06/2018B.SC Information Systems and Management **Birbeck , University of London**  **Certificate of Higher Education (Level 5)** 2013 **CompTia+ Qualified** 09/2011 TO 06/2013Stanmore CollegeBTEC – ICT – MERIT, MERIT PASS09/2007 to 06/2011Mill Hill County High School 5 GCSE’S : English Language( C ) English Literature ( C ) Mathematics ( C ) ICT ( B ) French ( C ) Science ( C ) |
| References | Available on request |