**David Marsland**

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**Personal Profile**

I am currently looking for a job involving IT Hardware. I would like to work with computer hardware providing support and getting hands on, I would love to do this as my main day to day job because it’s something I am passionate about. I would like to further develop my current skills and knowledge by gaining more employment in the IT industry. I am a hardworking individual and a quick learner. I have good timekeeping skills therefore I am very punctual; I will always be on time; I work well with others and listen when given instructions or told what to do. I really enjoyed the aspects of computer hardware from the day I started looking into it, it’s something I like looking into and I picked up on really easily therefore I know it’s what I want to do as a career choice. I have enjoyed providing support for IT Hardware, not only in employment but also to family and friends. I have dealt with several different issues and always try my best to resolve them, thanks to this I have strongly improved upon my problem-solving skills.

**Previous Work Experience**

From previous experience, I have done a lot with different types of Service Desks, I can use both Manage Engine and NetHelpDesk however I am eager and able to quickly pickup on other service desks work and it’s something I can easily adapt to. My communication skills are great when speaking with customers and co-workers due to over a years’ worth of experience taking 10 phone calls a day average. I have worked done work with Amazon Workspace and have a basic understanding of how there’s system/platform works. Alongside Amazon Workspace I have done some work with Active Directories as I had to know how they were synced with Workspaces in order to provide the best support I could. With regards to networking I have work with Meraki switches before, supplying them to customer sites and then having the ability to monitor that in case of any network issues

**Education**

**Baltic Training @ Tech Service Partner** July 2017 – Dec 2018

Chambers Business Centre, Chapel Road, Hollinwood, Oldham, OL8 4QQ

Qualifications:

* (City & Guilds) Level 3 Award in Mobile and Operating System (Pass)
* (City & Guilds) Level 3 Certificate in Network and Architecture (Pass)
* (City & Guilds) Level 3 Award in Coding and Logic (Pass)
* (City & Guilds) Level 3 Award in Cloud Services (Pass)
* (People Cert) ITIL Foundation Certificate in IT Service Management
* Level 3 Infrastructure Technician (Pass)

**QA Manchester**  Sept 2016 – April 2017

St. James Building, Oxford Street, Manchester, M1 6FQ

Qualifications:

* Level 1 Systems and Networking ICT (Pass),
* GCSE English (C

**Oldham College** Sept 2015 – July 2016

Rochdale Road, Oldham, OL9 6AA

Qualifications:

* Level 2 Diploma in Hardware and Networking (Pass)

**Failsworth High School** Sept 2011 – June 2015

Brierley Ave, Failsworth, Manchester, M35 9HA

Qualifications:

* English (D)
* Mathematics (C)
* Spanish (E)
* Resistant Materials (E)
* Public Services (Pass)
* Science (E).

**Professional Experience**

**Tech Service Partner** July 2017 – Present

Chambers Business Centre, Chapel Road, Hollinwood, Oldham, OL8 4QQ

At Tech Service Partner I worked with two different Service Desk software, one being NetHelpDesk and one being Managed Engine. Manage Engineer was our busiest Service Desk as we used it to support a Bus Transport Company with an estimated 250 end users The NetHelpDesk Service Desk was used for the remaining customers I supported, these were only 10 or so small businesses with around 10-20 end users. I provided remote support to these end users, helping resolve basic and complex issue. The issues I came across were recording on the appropriate Service Desk Platform, I logged support ticket detailing the issues and aimed to resolve them within the Priority/SLA given. The Hardware I supported were Desktops, Laptops and Printers, the computers mainly used Windows 7 or 10. I also did Service Requests such as creating new users for our customers, as well as password resets. This was done on an Active Directory; their email accounts would then be created on the Hosted Exchange Platform.

**Smart Tech Recycling** January 2017 – February 2017

7, Nassau Mill Industrial Estate, Vine St, Eccles, M30 0GF

When working at Smart Tech Recycling, this was during a Traineeship program I was doing with QA Apprenticeships. Whiles working there I performed IT maintenance tasks, such as installing Windows, installing other software and finding PC parts from old machines that we can use to bring other PC’s back to a working state. I also did minor recycling collections, this involved traveling to a customer site and helping dispose of old hardware they no longer needed. They would then be taken back to the Warehouse we would work on them to see if they were still usable, if not they would be recycled, if they were still usable we’d add them to our inventory and try resell to resell them.

**Natures Nursery** May 2014 – June 2014

St. Phillips Drive, Royton, Oldham, OL2 6AE

When I worked at this nursery, I was tasked with helping at lunch time and looking after the children. This helped me improved on my communication skills

**Skills and Qualities**

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| * Good Timekeeper * Good Team Worker * Great Listener * Quick Learner | * Good Communicator * Great Knowledge of Computer Hardware * Mature * Honest | * Responsible * Confident * Reliable * Patient |

**References**

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| --- | --- |
| Majid Hussain - Traineeship Placement Boss  Smart Tech Recycling  0161 707 4020 | Sebastian Thorpe - Educational Tutor  QA Ltd. (Manchester)  07887456486  sebastian.thrope@qa.com |