**REECE CAMBRIDGE-GRAY**

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15 August 1995

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Graduate seeking a long-term role within the IT industry, with experience in tech support, network admin and cloud computing. Available to work within 2 week notice.

**EDUCATION**

2015-2016 **2:1 in Network Administration with Cloud Computing (BSc)**

Bachelor’s degree from Manchester Metropolitan University

• Network administration (mostly using Active Directory), cloud technology and general system support, covering modules such as Cisco networking, project management and ITIL.

• Both the implementation and administration of multiple Windows networks which were set up using virtual machine software such as VMware and VirtualBox

• Cloud computing was a research based module which covered all the fundamentals and also featured in my final research project depicting how certain businesses which use on-site servers can benefit from implementing a cloud structure

2013-2015 **Merit in Computer Systems Support (FdSc)**

Foundation degree from University of Salford

• End-user support on a general scale referring to SLA

• Cisco's network fundamentals course including OSI and TCP/IP models

• Computer architecture and hardware capabilities etc.

• Project management and learning how to efficiently utilise time

• Modules on both Windows and Linux operating systems, system software and fundamentals

2006-2013 **A-Levels: IT, English Literature, Film Studies**

**GCSE: 10 A-C grades including ICT, Maths and English**

Lawnswood School

**PROFESSIONAL WORK EXPERIENCE**

2015 **Squire Patton Boggs**

University placement which involved shadowing the IT department of the SPB Manchester branch. My duties consisted of general 1st and 2nd line tech support around the 5-story office building, responding to support tickets and getting involved in general troubleshooting. I gained a greater understanding of user administration in an Exchange environment during this time and gained real world experience using Active Directory. I learnt how to administer in a professional business environment, including completing tasks in a friendly and efficient manner under strict SLAs for a relatively large user base. I also took part in server maintenance as the office was experiencing a hardware change at the time which was new to me personally, but was fun and rewarding to tackle and overcome.

My professional skills include:

* Network/system administration (Active Directory)
* General system support under SLA
* Virtual machines, working with servers and remote access
* Cloud computing fundamentals
* Interacting with clients
* Project management
* AV, setting up video conference rooms

**OTHER WORK EXPERIENCE**

2016 – Present **Supervisor at** **Revolution Call Lane, Leeds**

Currently I supervise one of the busiest and most demanding late-night bars in Leeds city centre. The role requires independence, fast thinking and attention to detail - whilst delegating tasks efficiently and also maintaining customer satisfaction if any queries or complaints arise. One of my personal supervisory duties is to find solutions and improvements for standards and morale within the team. I also take a hand in training new members of staff by leading coaching sessions and ensuring their performances remain on track with regular check-ins.

2015 – 2016 **Bartender at** **Manchester Arena**

My role covered all duties from customer service, cash handling, stock renewals and bar upkeep on many of the busy bars at one of Manchester’s most popular venues. Every customer was required to be treated in the correct manner when operating a cash till and certain items were expected by management to be sold non-intrusively.

2013-2015 **Bartender at** **Mint Staffing**

I gained experience in areas such as waiting on, kiosk and working as bar staff through the Mint Staff organisation. Working here introduced me to the hospitality industry and allowed me to interact face-to-face with customers which gave me a good understanding of how to adhere to the client in a fast-paced environment.

2011-2012 **Promotion staff** **Post-Runner**

**PERSONAL PROFILE**

A motivated graduate with a variety of professional and creative skills. I have a positive and energetic attitude towards the task at hand and able to communicate and work well in a team environment. I’m currently aiming to improve my area of work and expand on current knowledge and experience in relation to my degree.

I’m used to working in large teams geared towards customer oriented environments and have been commended on my hard work ethic. I’m a friendly, dedicated worker who enjoys being challenged.

**REFERENCES**

Yvonne Smith Ben Owen

Squire Patton Boggs - IT Manager Revolution Leeds - General Manager

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