**Michael Asante**

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**EDUCATION AND QUALIFICATIONS**

**2017 – 2018 Bradford College, Bradford, UK**

**PGCE Secondary Computer Science**

Completed PGCE Course which consisted mainly of teaching High School Students and small fraction of Primary School Students. I had to create lesson plans whilst completing assignments for college, which I believed helped me to develop my organisational skills and also the ability to work under pressure.

**2012 – 2016 University of Bradford, Bradford UK**

**BSc (Hons) Business Computing Achieved: 2.2**

*Final Year Project*

The chosen project was to develop an android mobile application that allows the user to navigate around the town of Saltaire. The mobile application itself had pinpoints of specific landmarks in Saltaire, each landmark consisted of facts about it and a special feature for those in the town called ‘Augmented Reality’. The Augmented reality on my application showed how the landmark used to look like or events that took place around the area.

**BSc Course Modules**

Stage 3: Cyber Security Stage 3: Marketing & Entrepreneurship

Stage 3: Global Business Environment Stage 3: Large Scale Data Driven Application

Stage 2: Multimedia Application Development Stage 2: Databases & Interfaces

Stage 2: Electronic Business Stage 1: Human Computer Interaction

**2005 – 2012 David Young Community Academy and Sixth Form, Leeds, UK**

BTEC: IT Practitioners Diploma (A\*A) and Business Studies (D)

GCSEs: 5 subjects including English (C) and Mathematics (C)

BTEC: ICT (Pass) and Hospitality & Catering (Merit)

**TEACHING AND CLASSROOM SKILLS AND EXPERIENCE**

**Jan 2018 – June 2018 (will last 12weeks) Dixons City Academy - UK**

**Computer Science/IT Secondary Trainee Teacher**

* Helping the IN (Individual Needs) department to ensure that students with learning difficulties have their needs met within the classroom
* Responsible for a small group of Year 10 doing a different IT course from the whole class.

**Oct 2017 – Jan 2018 Dixons Allerton Academy - UK**

**Computer Science/IT Secondary Trainee Teacher**

* Responsible for delivering lessons to children between the ages of 11-16(Year 7-11)
* Supporting children in their learning including the ones with learning difficulties.
* Differentiating activities for Low ability students and stretching the high ability students
* Created end of term test papers for Year 7,8,10 and 11’s.
* Revision booklets created for Year 11’s.
* Communicating with Parents on Parents Evening days.
* Helped support a group of Year 3 children within the academy**(Extra curriculum responsibility)**
* During guided reading helped different students with different abilities to improve their reading skills**(Extra curriculum responsibility)**

**TECHNICAL AND IT/COMPUTING SKILLS**

* Competent in installation and configuration of hardware’s, operating systems and applications
* Knowledgeable in Microsoft Operating System which includes Windows 7, 8 & 10.
* High Competent in creating user accounts, profiles and resolving password issues using Active Directory.
* Competent in building websites using php, html and css programming language
* Excellent in troubleshooting network problems and resolving hardware and software faults.
* Competent in using Remote access tools.
* Excellent with Adobe Photoshop.
* Highly competent using Microsoft Office Tools (Word, PowerPoint, Excel, Visio and Access).

**INDUSTRIAL PLACEMENT EXPERIENCE**

**Aug 2014 – July 2015 David Young Community Academy**

**IT Technician**

* Responsible for dealing with and resolving up to 30 per day, IT related issues that either students or teachers presented.
* Learnt how to create websites and build applications.
* Responsibility also included maintenance checks involving installing operating systems on up to 200+ computers and laptops.
* Answering phone calls and attending to issues.
* Responsible for computers and laptops within 2 other schools.

**OTHER EMPLOYMENT EXPERIENCE**

**May 2019 - October 2019. Mansys UK Ltd (Junior Helpdesk Support Analyst)**

* Main Responsibilities involves Rebuilding and Building Machines
* Repair machines that couldn't be fixed on site
* Make Outbound calls to manufacturers regarding in warranty devices
* Mainly Deal with Machines that are Windows and Some Macs.

**August 2018 - April 2019 Veezu (Customer Service Advisor), Leeds**

* Responsible for taking Inbound Calls
* Booking Taxis for Amber Cars Customers

**March 2017 – September 2017 Eclipse Legal System (Proclaim Support Consultant, First Line) Bradford**

* Responsible for Inbound & Outbound Calls
* Assisted Customers in troubleshooting any issues with the Proclaim Software (Case Management Software)
* Logging and Escalating Calls
* Using Server Access and Remote Management System to Fix issues with the software.

**Aug 2016 – March 2017 Capita (Samsung Customer Experience Advisor), Leeds**

* Responsible for taking Inbound Calls from Samsung Business Customers.
* Assisted Customers in Troubleshooting Printer Problems both on Mac & Windows
* Logging Calls and Tickets. Tickets for Engineers and Call Logs for Business Customers.
* Remote Management used to fix a lot of the problems

**Aug 2013 – Aug 2014 McDonalds, Leeds**

**Part Time Crew Member (Student job)**

* Responsible for taking customers’ orders and serving them.
* Also responsible for counting the money I have made on a day.
* Constant Communication with colleagues and helping when the opportunity came.
* Dealt with customers and adjusting my attitude to different customers.

**May – June 2013 Home Fundraising, Leeds**

**Part Time Fundraiser**

* My key responsibility was to raise money for the charity
* My urgency level was low but after a few weeks at this job my sense of urgency improved at Home fundraising, because you always want to go out there and raise as much money for the charity.

**March – April 2012 LDD Group Ltd, Leeds**

**Work Experience (2 weeks)**

* Creating a mail merge template for new department. It improved productivity from spending 30 minutes on one proposal to lots in that time.

**ADDITIONAL SKILLS**

* ***Analytical & Problem Solving* –** During the role at DYCA I had to resolve some issues. On many occasions I would engage in a long conversation to find the root of the problem and apply the solution that best suited the problem. In Some instances the solution will not work meaning that I had to look for other ways of resolving the issue. Very eager to solve issues, reflected through my ability not to rest until the issue is resolved at a satisfactory level.
* ***Communication* –**Ability to communicate on different levels gained throughout university degree and developed at placement and other means of employment.
* ***Team Working* –**Demonstrated through placement where I was part of a team 8, supporting each other to resolve technical issues. Also demonstrated at university working with different groups to complete a project.
* ***Commercial Awareness* –**Constant reading to see new technologies available. Becoming commercially aware through other employments, understanding the goals of the company and how I can contribute to the success of the company.
* ***Working Under Pressure* –** Ability to meet deadlines whether it being at university or through employment. I have been able to developed this the more I am in employment.

**LEISURE INTERESTS**

* In my spare time I like to keep fit by going to the gym twice a week, I also like to play football with friends once a week.
* Besides sports I also like to read books.

**REFEREES**

Contact details of two referees will be made available upon request.