***Curriculum Vitae***

***Name:***  Miss Susan Allerton

***Date of Birth:*** 14th December 1995

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***Personal Notes*:**

I am a very hard working, well spoken individual who is always keen to learn new skills. I’ve been interested in IT for quite a while now and would love to make a career in that field. I like that it’s a lot of problem solving as I enjoy investigating issues and finding a solution for them. I am a very fast learner so learning new abilities doesn’t intimidate me. I’m a very ambitious and confident person who always strives for the best. I’m not afraid of hard work as I find it challenging as it allows me to build more skills and knowledge so I can progress.

***Colleges Attended:***

Walford and North Shropshire September 2010- June 2014

***Qualifications Gained:***

* GCSE English, Grade A
* GCSE Mathematics, Grade B
* GCSE Science, Grade A
* GCSE Religious Education, Grade B
* GCSE Art, Grade B
* GCSE Information Technology, Grade A
* Equine Care level 2: Distinction\*
* Equine Management Level 3 Extended Diploma: Distinction\* Distinction\* Distinction
* Equine management level 3: Distinction\*
* Level 2 Veterinary Medicine Certificate
* Health and Safety level 2 Distinction
* Comp TIA IT Fundamentals

***Work Experience and History:***

***SSHIS/Badenoch & Clark***

**Windows 10 Project Engineer**

**June 2019 – present – contract role**

* Travelling to various different sites on a daily basis
* Backing up Windows 7 computers and replacing them with Windows 10
* Vast knowledge of various clinical systems such as; Numed, Cardioview, Spirometry etc
* Liaising with the practice managers and clinical/clerical staff
* Providing on site support while I am on site
* Use various programs such as Office 365
* Excellent use of time management and organizational skills
* Hitting my targets on a daily basis
* Excellent knowledge of encryption software

**Pulse IT Support**

**1st & 2nd line Support Technician**

**November 2017 to June 2019**

* First point of contact for any technical issues within the business. Supporting 3000 users within a team of 10.
* Providing Remote 1st & 2nd line support to multiple different clients
* Providing customer service to clients
* Use of various programs such as Microsoft office, Office365 and remote desktop
* Excellent use of time management and organizational skills
* Liaising with third party suppliers
* knowledge of various encryption and anti-virus software
* Building, installing, configuring and upgrading of systems
* Active Directory Systems Administration
* Networking Support – VLAN, VPN, TCP/ip, Wifi
* Supporting users on Windows 7, 8, 10
* Bespoke software product support
* knowledge using MAC machines
* Travelling to different sites

**TrakGlobal**

**IT coordinator**

**June 2017 – November 2017**

* Answering inbound calls
* Assigning IT issues to appropriate members of staff
* Liaising with various departments for problem resolutions
* Knowledge of SQL
* knowledge of scripts and what their functions are
* Identifying trending issues and reporting them to the relevant departments, chasing for resolutions and reporting to the client the findings and fixes for said issues.
* Excellent organizational skills
* Professional telephone manner and communication skills
* Good knowledge of Microsoft programs
* Knowledge of VPN technology
* PC hardware setup and configuration

**Non IT Related roles**

**2014-2017**

* **Carrot Car Insurance- Customer service and sales advisor**
* **Boux Avenue- Returns Administrator**
* **Goldman Life: Junior Sales Broker**
* **Assurant Solutions: Mobile Phone Insurance Claims Assessor**
* **The Holiday Inn: Waitress November**

**Skills Gained:**

Time Management

Microsoft Office packages.

Excellent communication skills   
Objection Handling  
Complaints handling

Hitting targets

Problem solving

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