**Robert Smith**

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**Personal Profile**

I am a hardworking, reliable and conscientious individual with many varied skills and attributes to offer to an employer. I am, by trade a fully qualified Electrician, but I have and still am participating in re-training in preparation to enter into the IT industry. I am able to offer 1st and 2nd line support in IT and I have a broad knowledge of software, hardware applications and configuration of MS networks and servers.

It is my intention to find an employer who will allow me to demonstrate my skills and to secure employment within the IT sector. I have a friendly and supportive disposition which enables me to communicate with people at all levels and in a variety of situations. During my 16 years as an Electrician I have worked well in team situations and equally when using my own initiative. I am accustomed to working to targets and deadlines, I therefore keep a positive about getting the job done in an efficient and orderly manner.

I am currently seeking a career in IT networking that will allow my skills to flourish and grow. I would eventually like to seek a career in network security.

I have experience with setting up SNMP, using various command lines and network monitoring software, various remote access tools, Cisco Jabber configuration, routing, VLANS, Neesus vulnerabilty scanner, active directory and more.

**Key Skills**

* Strong ability to analyse and interpret data
* Fully aware of the importance confidentiality and data protection act of 1998
* Ability to concentrate, pay attention to detail and to work accurately in pressure situations
* Ability to work well in a team environment or on own initiative
* Able to maintain records and produce clear written and oral reports
* Always keen to participate in training opportunities to advance my skills

**Training & Qualifications**

**I have a current MOJ clearance valid till 2029, current DBS clear and a clean driving license.**

**August 2019 – Present UK Training Room**

• Avixa Essentials of AV Technology – Passed

• Avixa Certified AV Technologist – Passed

**April 2018 – Present UK Training Room**

* Microsoft Network Fundamentals 98-366 Passed
* Comptia Network+ N10-007 Passed
* Cisco CCNA 200-125 In progress

**March 2016 Alliance training**

* IPAF 3a & 3b

**Jan 2011 Golden Laurel Associates Limited, Kirkby**

* City & Guilds 2382 - 17th Edition BS7671 : 2008 Wiring Regulations
* City & Guilds 2392 – 10 Level 2 Certificate in Fundamental Inspection, Testing and Initial Verification
* City & Guilds 2377 – 12 Level 3 Certificate for the Code of Practice for In-Service Inspection and Testing of Electrical Equipment
* BS5839 Fire alarm systems
* BS5266 Emergency Lighting

**Sept 2006 - June 2008 Hugh Baird College, Bootle**

* City & Guilds 2330 G.N.V.Q Level 2 in Electro-Technical Technology Installation (Buildings and Structures)
* City & Guilds 2330 G.N.V.Q Level 3 in Electro-Technical Technology Installation (Buildings and Structures)
* City & Guilds Electronic Communications Systems Maintenance

**Employment History**

**Jan 2019 – Present Various**

**Service desk analyst (Involve)**

Duties and Responsibilities:

• Resolving AV faults through diagnosis and troubleshooting

• Resolving networking issues, DHCP, DNS etc

* Taking calls and logging tickets
* Owning tickets through to completion
* Troubleshooting various faults
* Escalation to relevent teams
* Communicating with customers until resolution
* Virtual meeting room concierge
* Bi -daily customer report spreadsheets

**Dec 2018 – Jan 2019 Various**

**Service desk analyst (TCS)**

Duties and Responsibilities:

* Taking calls and logging tickets
* Owning tickets through to completion
* Troubleshooting various faults
* Escalation to relevent teams
* Communicating with customers until resolution

**Sept 2015 – Present Various Agency Work (Electrician)**

Duties and Responsibilities:

* Site installation, testing, and maintenance
* Containments & Server Room Installation
* Office data point installations & Industrial network installation

**From 2002 to 2015:** Started career as Electricians Mate and worked up to fully qualified Electrician, working on a wide variety of projects, such as working for Housing Associations in maintenance departments on newly built and existing homes, full electrical installations of domestic and commercial properties and installing data systems in Hospitals and Schools throughout north west region.

**My full past employment history is fully available upon request.**

**Additional Information**

As mentioned in my personal statement, I am a fully qualified Electrician and I have entered the IT support sector. I do have many skills in IT and in troubleshooting issues in all Microsoft Applications and other software used in data and information storage and used in all general administration / office use.

I have re-trained at my own expense to gain the required qualifications to work in the IT sector and I also have a sound knowledge in IT.

* I now seek an employer who will give me the opportunity in securing a position in 1st or 2nd Line Support I hold a full, clean UK drivers licence and am prepared to travel as part of my duties.
* I wish to thank you for taking the time to read my CV and I look forward in anticipation in hearing from you regarding my interest in working for your organisation.
* **References are available upon request**
* **Robert Smith**