Tom Ross

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**RCMA Group – September 2018 – Present**

The RCMA Group is an international trading company active in the cotton, coffee, and energy markets. They specialise in commodity supply chain management and the international trading of commodities. Headquartered in Singapore, the Group has offices in Vietnam, Thailand, the Netherlands, United Kingdom, Brazil and the United States.

RCMA have recently opened a new £25m manufacturing plant, processing rape seed into oil and animal feed. The plant operates under the name Yelo Enterprises.

**UK IT Technician**

As the UK IT Technician for the group, I am responsible for maintaining, updating and supporting all IT systems across three sites; Liverpool, London and the rape seed manufacturing plant in Stratford upon Avon. RCMA employee over 60 staff within the UK.

**Key Roles & Responsibilities**

* Providing first and second line support to Users, Managers and Senior Management
* Installing computers, printers, network systems and software systems upon request
* Upgrading current hardware and software
* Assisting and implementing IT projects
* Administering and troubleshooting Group Policy Management
* Providing support to Yealink telephones
* Controlling Active Directory accounts and groups
* Providing support via email, telephone and remotely via laptop
* Providing practical support
* Delivering effective Windows desktop support
* Supporting Microsoft Office
* Managing Office 365
* Logging and completing incident calls
* Device Management of corporate mobiles
* Adhering and improving set procedures
* Working efficiently and effectively under pressure
* Working both within a team and under own initiative
* Operating within flexible working hours

**The Rowan Learning Trust – April 2015 – September 2018**

The Rowan Learning Trust (RLT) is a Multi-Academy Trust consisting of four schools in the North West, providing education provision for over 2000 pupils.

**IT Technician**

As the IT Technician, I was responsible for maintaining and updating IT Systems within one of the Schools, Kirkby High School, in the RLT. Kirkby High School has 800 students, 130 teachers, including the Senior Leadership Team, and over 30 administration staff.

**Key Roles & Responsibilities**

* Providing IT assistance to Pupils, Teachers and Senior Management
* Configuring computers, printers, network systems and software systems for deployment
* Maintaining and upgrading computers, printers, network systems and software systems around the school
* Creating Group Policy Objects
* Maintaining existing Group Policy Objects
* Providing support to NEC IP and NEC VOIP Telephones
* Managing Active Directory accounts and groups
* Deploying computer images and software installs via SCCM
* Providing support via email, telephone and remotely via laptop
* Logging and completing incident calls
* Device Management of Apple products (Apple Profile Manager and Configurator)
* Adhering and improving set procedures
* Working efficiently and effectively under pressure
* Working both within a team and under own initiative
* Operating within flexible working hours

**AMEY – January 2015 – April 2015**

Amey is one of the largest and most diverse companies working for the public and regulated sectors in the UK; road, rail, utilities, power, housing and defence, employing over 21000 employees’, with the ultimate aim of creating better places for people to live, work and travel.

**IT Service Desk Analyst**

As an IT Service Desk Analyst, I was responsible for providing first line IT support to a variety of users via Telephone, Email and practical support.

**QVC UK - September 2013 – December 2014**

QVC UK is a retail teleshopping channel based in Knowsley and London, they ship on average 14.4 million parcels a year to over 1 million customers. They employ over 2000 people across two sites in Knowsley and London.

**October 2014 – December 2014**

**Inventory Support Officer**

I was responsible for ensuring the stock levels of all products are of the correct amount and all paperwork relating to the Inventory Operation is accurate and up to date.

**September 2013 - October 2014**

**Associate Client Support Analyst**

During my time as an Associate Client Support Analyst I was responsible for providing first line IT support to a variety of users including; call centre, warehouse and remote workers as well as managers and the senior management team.

**September 2011 - 2013**

**Student - Carmel College - St. Helens**

At Carmel College I achieved the equivalent of 3 A-Levels.

|  |  |
| --- | --- |
| Subject | Grade |
| A-Level Maths | E |
| A-Level Computing | D |
| BTEC Level 3 in Sport | PASS |

**September 2006 - June 2011**

**Student - Kirkby Sports College**

I attended Kirkby Sports College as my secondary school; here I achieved 9 GCSE-s, these all being at A-C grade.

|  |  |
| --- | --- |
| Subject | Grade |
| Maths | B |
| English Language | C |
| First Diploma in Sport | C,C,C,C |
| ICT OCR National | A |
| Science | B |
| Additional Science | B |

**Technologies Used**

* Microsoft Windows Desktop OS
* Microsoft Windows Server OS
* Office 365
* Active Directory
* Group Policy
* SCCM
* Lotus Notes
* Apple Mac OS
* Apple IOS
* Apple Profile Manager & Configurator
* Mimecast
* SolarWinds Mail Assure
* Freshdesk Ticketing System
* NEC VOIP Telephones
* YeaLink VOIP Telephones
* Avaya VOIP Telephones

In my spare time I enjoy socialising with my friends, playing hockey and football. I am a confident young man with good communication skills and able to interact with everyone I meet. I am also hard working with an excellent attendance and punctuality record. I always strive to be presentable and my core values are trying my best, striving to improve my performance, hard work, teamwork, taking responsibility, respect and honesty. I have a passion about technology and enjoy providing practical support.

I have a full and clean driving licence with my own car and I am open to relocating.