Simon White

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**PROFILE**

I am Simon White.

I am 38 years old and I enjoy working with people and friends.

I love to be round children, and teachings them football

I have reached a point where I would like to now work in the computer industry.

I am very computer literate. And doing a Computing and IT degree

**KEY SKILLS**

* Computer Engineering Been Building Computers since I was 15
* Solving Computer Problems Help family and friends with them computers either in person or over the phone
* Customer Care When working for Chubb I had to deal with all sorts of people and races and treat them all with the same respect
* Excellent organisational skill I am a very clean and tidy person in my life and at work
* Ability to work both as part of a team and on own initiative which is what I learn from my time in the forces

**KEY ACHIEVEMENTS**

* Took a call off a family member about sorting out at Internet connection issue solved it only to have another problem occur, which was a simple not updating windows problem which I talk them through and sorted it.

**WORK EXPERIENCE**

**Avaya and UC support | ESP Technologies LTD Feb 2018 to Present**

Providing assistance either by phone or visiting sites to help resolve problems either in a 1st or 2nd line situation and installations and building of the systems to meet the customers needs.

* Remote assistance by Remote desktop or by telephone depending on the customers needs
* Visting site and resolving issue with parts of the equipment by either full replacement or replacement parts
* Doing this within a set SLA with the customers time frame

**1st line support/Telecoms and Billing | British Telecom Jan 2017 to Feb 2018**

Providing advice, support and practical assistance to system users via the IT service desk telephone system and remote support software tools. Logging and processing support issues via telephone or email whilst ensuring a high level of customer service.

* Providing 1st line technical support, telecoms and Billing, answering support queries via phone & email
* Remote administration and management of customer premises equipment
* Determining the nature of faults and the steps required to rectify it.
* Track, monitor and report on all Help Desk incidents within defined customer service levels.

**Catering assistant | Carillion Mar 2016 to Jan 2017**

Carillon is a big company that are in many industries

* Cleaning
* Serving
* Food preparation

**Catering Assistant | Tameside May 2010 to Mar 2016**

Local Council

* Cleaning
* Serving
* Food preparation

**Plant Fitter | Pennine Drilling and Grouting Ltd Apr 2008 to Mar 2009**

Leased out Drilling and Piling Rigs and other equipment.

* Doing Maintenance and checks on the machinery which involved work like fabrication and welding and general checks and cleaning of the machinery
* Got made redundant from here

**Picker | Breaks Logistics Jan 2007 to Apr 2008**

Delivering Food and other products to customers

* Working in a freezer picking and wrapping food for distribution

**Security Officer | Chubb Feb 2004 to Jan 2007**

Chubb Fire & Security is a leading provider of security, fire safety solutions, and monitoring and response services for businesses and industries across the UK. Each year Chubb Fire & Security services more than 3 million fire extinguishers and performs 600,000 alarm systems site inspections

* Control of ingress and exit off the site
* Security checks and body searches of personnel and vehicles off site

**Airframe Engineer | Royal Air Force Apr 1998 to Jan 2004**

Military

* General maintenance, before and after flight checks, also work on the hydraulics and pneumatics of the aircraft

**EDUCATION & QUALIFICATIONS**

Open University - Bachelor’s degree Computing and IT 2022

Doing this part time

FA futsal lvl 1 coaching

Avaya 2018

FA LVL 1 Coaching football 2018

Tameside Collage - City & Guilds, Level 1. AutoCAD and Wildfire 2009

Night school

CompTIA - A+ Pass 2003

Royal Air Force - City & Guilds, Level 1. Basic Engineering 1998

Longdendale High School - GCSE Maths, English and Science 1997

**INTERESTS**

I do enjoy messing around with computers and taking them to bits upgrading them and playing around with settings to see how things work on the computer just to get a full working knowledge of each operating system I work with at home

**REFERENCES**

Ian Pogson | Driver CEMEX 19 arrowscroft way hollingworth Hyde sk14 8pw

Ged Morgan | UC Manager ESP