Liam Jones

29 Blenheim Close

Oswestry

SY11 2UN

01634 931 004

# [Liam.Jones@itcareerswap.com](mailto:Obinna.nwankwo@itcareerswap.co.uk)

# Personal Profile

I have always held a keen interest in IT and have recently undertaken an online course studying the following modules: CompTIA A+, Network+ and Security +, MCSA Windows 7 and 10 and CISCO CCENT. Having completed my online studies I am now looking to secure a position within the IT industry working as an IT Technician, First Line Support or Service Desk position.

# Employment History

**March 2019 – Present IT Career Swap**

**IT Technician/ First Line Support**

**Duties**

* Setting up users, creating file permissions, setting up networks, troubleshooting issues, fixing and maintain PC hardware

**May 2017 – Present**

**Barista**

**Starbucks - Oswestry**

* Currently working full time at Starbucks as a store Supervisor.
* I worked my way up to a supervisor position in less than a year and I am able to lead a team of people and run a busy store.
* It’s a very busy work environment so I'm comfortable working at a fast pace as well as multi-tasking.
* I put 100% effort into making sure each customer is happy with their service.

**House of party - Oswestry**

**July 2015 - August 2016**

**Warehouse operative**

* I worked full time as a warehouse operative mainly picking and packing.
* My job also included unloading deliveries, stock checking and being aware of health and safety measures by following and taking the proper precautions to avoid any unwanted hazards or accidents.
* My job entailed working as part of a team so I am great at working alongside others as well as working independently.

**Spar and Subway - Oswestry**

**August 2014 - July 2015**

**Customer Sales Assistant**

* I worked at Spar/Subway, which are a joint franchise run by Euro garages, I worked flexible hours doing days and nights at Spar I made sandwiches and prepped food at Subway so I am aware of food safety and hygiene.
* I was fully flexible within the role performing any and all duties needed in a busy petrol station and Subway restaurant.
* I have experience working in a busy shop environment and I have ran the garage alone all through the night so I am reliable, responsible and capable of working alone without any supervision.

# Education & Training

**June- September**

**IT Technician Course**

* CompTIA A+
* CompTIA Network+
* CompTIA Security+
* Cisco ICND1 Interconnecting Cisco Network Devices
* Microsoft 70-685 Pro: Windows 7, Enterprise Desktop Support Technician
* Microsoft 70-686 Pro: Windows 7, Enterprise Desktop Administrator
* Microsoft 70-697: Configuring Windows Devices (Windows 10)
* SQL Fundamentals (Hindustan Computers Limited, India – November 2012)
* Essential office skills – Excel Macros, PowerPoint Presentations and Basic Unix

**Level 3 diploma in Estate agency**

* Online course - New skills academy

**Diploma in Marketing and Sales**

* Online course - New skills academy

**Level 3 diploma in uniformed public services**

**September 2012 to July 2014**

* Walford & North Shropshire College - Oswestry

GCSE - C in English

* 2007 to August 2012

GCSE - B in Art & Design

* 2012 to 2012

GCSE - C in Maths

* 2007 to 2012

GCSE - B in ICT

* 2007 to 2012

GCSE - C in Science

* 2007 to 2012

GCSE - B in Travel & Tourism

* 2007 to 2012

**References**

Vince Dolke  
Head of Training  
IT Career Swap  
11 Bromley Common,   
Bromley   
BR2 9LS  
[vince@itcareerswap.co.uk](mailto:vince@itcareerswap.co.uk)  
01634 938 004



IT CAREERSWAP LTD

11 Bromley Common,

Bromley

BR2 9LS

**CONFIRMATION IT TRAINING TECHNITION DIMPLOMA REF: #Towhanzp**

**COVERING LETTER**

Dear Employer,   
  
I am writing to confirm that Liam Jones has recently completed our IT Technician training diploma with merit.   
  
I have attached their CV which details the modules which they have studied and would like to confirm we are a training provider not a recruitment agency, so there is **not a fee for this service** should you choose to hire Liam Jones.  
  
Please let me know if you would like to interview the candidate and I will arrange at your convenience.



Vince Dolke

**Head of IT Training**

ITCAREERSWAP LTD

[Vince@itcareerswap.co.uk](mailto:Vince@itcareerswap.co.uk)

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July 2019

To whom it may concern,

I am very interested in the Help Desk Technical Support position that you have advertised. I believe my training, experience, and proven ability as a Tier One Technical Support Specialist and Help Desk Technician will allow me to significantly contribute to the productivity and quality of your company's IT division.

In reviewing the attached resume, you will note that I have acquired valuable experience in all facets of troubleshooting, installations, and maintenance for various desktop operations, hardware, and software. I possess a unique talent for translating highly complex technical information into terms and concepts that the end users can readily grasp. These skills have enabled me, in my most recent position, to reduce our response time to trouble tickets by 45%, vastly improving our client satisfaction ratios.

Furthermore, I am multi-task oriented, enjoy a challenge, and continually stay abreast of the latest advancements in the IT field.

If you are seeking an IT professional who has excellent people and problem-solving skills and who can easily provide optimum support to your MIS operations, then please consider what I have to offer.

I believe it would be mutually beneficial for us to meet and discuss the goals of your company and how my technical abilities can help you achieve those goals. I will call your office in a few days to inquire about the possibility of a meeting.

Thank you for your time and consideration.

Sincerely,

Liam Jones