**Andrew Fishburn**

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**Personal Profile**

I am a very motivated individual that works very hard to achieve my goals. I have a strong interest in IT and have been interested in the field since I was eight years old. I am a very chatty yet polite young individual. I am very confident on the phone.

**Qualifications**

**Mar 2014 – Jun 2014 Finchale Training College**

* CompTIA A+
* Cisco IT Essentials
* Health, safety and manual handling

**Sept 2011 - Jul 2013 Leeds City College**

* BTEC Level 3 Diploma in IT (Networking and System Support) - Merit, Merit

**Sept 2006 - Jul 2011 Benton Park School, Harrogate Road, Leeds**

8 GCSEs’ at A-E

**Notable Achievements**

**“Matchfit” Microsoft IT Technician, Skills Competition: 3rd Place**

* This Competition involved setting up a PC system and network to be used in a corporate environment by the end user
* The components of this task included: installing PSU and RAM; installing and setting up the operating system to join a domain; configuring the internet settings to load up by a pre-defined proxy server; setting up the internet homepage.

**Work History**

**September 2014-present - Cordant/PerTemps contractor – Lloyds Banking Group**

* Analytical skills - Great verbal communication with customers over the phone and face to face, solving IT issues in a timely and efficient manner.
* Proven track record of excellent communication and problem-solving skills.
* Working knowledge of the Remedy SMART ticket logging system and BMC Remedy online ticket interface and ServiceNow
* Fluent with Windows XP, 7, 8 & 10, including Microsoft Office
* Microsoft Windows Server 2012 R2, 2016. AD DS, DNS, IPv4
* Overlooked and Assisted with deployment of Office 2013 – via SCCM, diagnosing installation errors by analysing log files from SCCM when needed
* Diagnosed and corrected network connection issues using tracert and nslookup to resolve DNS related issues with client PC’s.

**June 2014 Leeds City Council – Service Centre, Work Experience.**

* Service centre call logging
* Magnetic tape storage moving
* Account migration
* User administration- Adding and removing accounts in ‘4front identity manager 2012’
* Cisco firewall management
* Re-imaging PC’s
* Exchange account management and restoration of mailboxes.

**Mar 2014 Job Centre Plus – Leeds, Eastgate Work Experience**

* Accurately checking the documentation of Immigrants in order for them to get a NINO
* Photocopying relevant documentation to support clients applications
* Scanning confidential documentation

**Oct 2012 British Heart Foundation Shop Volunteer**

* Working regular shifts arriving for each in a timely manner
* Performing with a successful team of volunteers, carrying out tasks with efficiency and care
* Assisting with stock rotation, sorting through donations and selecting items for the shop floor
* Offering basic IT system support to work colleagues as required
* Assisting the cashier whilst making sales on the shop floor

**References**

Available on request