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| CV **Skills** **Customer Service** – As I have had multiple jobs that required me to provide good customer service, I have lots of experience in this field and can confidently communicate with my customers.  **Technical Knowledge** – I have 1+ years’ experience as an IT support worker and have passed multiple college courses making my overall technical knowledge quite advanced and up to date.  **Ambitious** – My ambitious attitude leads to quick learning and dedication to complete tasks in the best possible way.  **Quick Learner** – I am a very quick learner when learning something I enjoy. IT throws new things at you every day so being able to learn quickly I think is a key aspect off the job.  **Organized** – Throughout my A-levels, and Apprenticeship my organization skills have improved dramatically. I have had to meet strict deadlines and arrive to work with good time while travelling 40 minutes to and from work. **Reference** Name: Mrs A Taylor  Position: Director of Sixth Form  Telephone: 01535 639727  Email: [a.taylor@southcraven.org](mailto:a.taylor@southcraven.org)  Address: Holme Ln, Cross Hills, Keighley  Postcode: BD20 7RL  Name : Darren Ames  Position : Apprenticeship tutor  Email: [Darren.Ames@estio.co.uk](mailto:Darren.Ames@estio.co.uk)  Address: **Hobbies** During my time outside off work I am very social and spend a lot off my time with friends and family. I also go to the gym most days of the week in order to keep fit and healthy. I also enjoy playing rugby. I have played rugby for Keighley on a casual level for a couple off years now. I think its good to get exercise and it also builds on social and team working skills.  When I am not busy, I usually spent a bit off time on my PC at home. I have a customer-built gaming computer that I play some nights. I like to build up this system and enjoy implementing features I have learned at work / college for example at home I have a drive that mapped on all the PC’s, this is now used by everyone to share photos and movies. I then created a backup off this drive to ensure its security. | |  | | --- | | **Ryan Allen****It Support wORKER | ryanallen200.ra@gmail.com 07720852862** |  **Experience****it sUPPORT • aLTHAMS tRAVEL • 09/07/18 – cURRENT** Provided IT support for 300+ workers alongside my IT manager. Implemented and maintained new and old technologies. Troubleshoot user issues and provide quality customer service. Repair and build new workstation and install new hardware and software. **Education and Qualifications****A Levels • 2018 • South Craven School** English Language – A  Level 3 BTEC IT – Distinction\*  Level 3 BTEC Business Studies – Distinction\* **GCSE • 2016 • South Craven School** Math – C  English Literature – A  English Language – B  Science – B  Geography – C  Physical Education – Pass  ICT – Distinction\*  Sport Science – Pass  Business – Merit  ECDL – Distinction\* (Microsoft Office Suite) **Other QUALIFICATIONS • 2019 • Estio Training (Apprenticeship)** Comp TIA A+ 901, 902  Coding and Logic - City and Guilds  Cloud Fundamentals – MTA  Mobility and device fundamentals – MTA  Business Processes – City and Guilds **About**  Currently, I am an infrastructure technician apprentice training under Estio training. I have work placement with Althams Travel, a travel company that consists of around 300+ users. The IT department is made up of me and my manager, therefore I have a lot of technical exposure.  I can confidently provide level 1 service desk support. I have passed multiple certifications to build my knowledge in different areas off IT. My biggest achievement in my career so far is passing the CompTIA A+ exam. This has given me a very strong foundation from which I can build my knowledge. I have also passed exams related to cloud computing, mobile devices, coding, and business processes. I not only have off the job training, but I have been able to implement this training into my job.  I have experience in Networking, which includes building a network from scratch, maintaining a network, expanding a network and troubleshooting a network.  I also have experience in coding / web development. Before my apprenticeship I spent a little time teaching myself how to build a basic webpage. I taught myself watching YouTube videos and managed to build myself a very basic webpage using HTML and CSS.  I have also touched on cloud computing. I first did a course on this area, and then implemented some off the technologies into my workplace. I built a cloud infrastructure using Microsoft 365 where staff could access a large marketing drive which was originally only saved on a local drive.  My apprenticeship and previous employments have allowed me to build confidence and skill when working in a service desk environment. I can confidently support my customers and provide a friendly and effective customer service.  I have built up a good knowledge off computer systems and how to troubleshoot them over the past year during work placement and training. I can confidently use Microsoft utilities such as administrative tools, control panel, and more in order to resolve user issues.  During my apprenticeship I was put in charge off managing the VoIP telephony systems. This meant I had full control over the portal where I would manage users and set up certain features such as auto attendants and hunt groups. I have managed a separate portal for our Home workers, this meant managing mobile devices as well as handsets.  I also have experience with backups and recovery. I have set up backups for a standalone PC using Microsoft window features, and I have set up backups for multiple PC’s using third party software and extra equipment.  During my time at college I got familiar using virtual technology. Using software such as Hyper V, and Oracle VM. I managed to teach myself how to set up a virtual IT infrastructure, made up of virtual servers, switches, and PC’s all connected and fully functioning. I am yet to implement this into a work environment. |
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