Curriculum Vitae for first line support

Personal Information

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Personal Profile

I am a driven, hardworking and competent first line support specialist with experience working within the public and private sector. I come from a background in care, consequently I am extremely customer focused and I can work in highly pressurised environments. Furthermore, through dedication and determination I have managed to gain experience in first line support for an international company. I have always been extremely interested in technology. This interest and my positive attitude, led me to teach myself a competent working knowledge of computer software programs and hardware systems. This then allowed me to gain an opportunity to work in a customer-facing role in the IT Care department of Aviva, where my knowledge has been progressed and I have gained valuable experience. I may lack some qualifications but I have a good work ethic, I am passionate about technology, enthusiastic, resilient and possess a high-level of interpersonal skills. I am now looking for a career which will fulfill my desire to constantly improve upon my skill-set and where my potential will be stretched.

Achievements

* Over one years of relevant work experience.
* Over seven years in a customer focused role.
* A good working knowledge of various software programs and hardware systems.

Work Experience

September 2018 – Present: IT Care Analyst for Aviva.

*My main duties are:*

* I provide first line IT support to other Aviva employees across the world. This is done by telephone and live-chats.
* I give advice, resolve faults and solve problems on an array of IT related issues experienced by Aviva employees.
* I diagnose and resolve software and hardware issues.
* I independently learn, develop and retain knowledge on the aforementioned software and operating systems, including: include: IBM, Linux, Microsoft Office, Abode, Microsoft Windows 7, Microsoft Windows 10, Citrix and Mac OS.
* I methodically log every fix that I perform.
* I update, install, update and configure computer systems.
* I liase with other members of the IT department in a highly pressurised environment, to ensure issues are resolved quickly.
* I provide a high-standard of service to users. I do this by consistently displaying a high-level of interpersonal skills, using initiative, explaining technical issues in a simplified manner when appropriate, whilst ensuring that I am always hitting targets set by management.
* I relay complex issues to the IT manager.
* I help manage servers, routers and switches.
* I also participate in programs which aim to make Aviva a better working environment and improve the service my department provides.
* I communicate with my service users through a variety of media.
* I escalate unresolved issues to Second Line Support Technicians when necessary.
* I find undiscovered fixes to new problems where possible.

November 2012-September 2018: Mental Health Support Worker, Prime Life.

*My main duties were:*

* I kept all computer soft-ware up to date.
* I fixed any technical issue.
* I gave one on one support with clients.
* I aided the clients with everyday living skills.
* I helped them budget their income.
* I managed and dispensed medications.
* I listened to problems and worked with them to resolve their issues.
* I handled disputes between clients.
* I liaised with the emergency services and tried to solve as many problems as possible.

Education

Primary School:

* North County Primary School, Gainsborough, 2000-2006.

Secondary School:

* Trent Valley Academy, 2006-2011.
* GCSE’s and grades received: A in Maths, B in Biology, B in Physics, B in English Language, A in Information Computer Technology, C in Chemistry, C in Maths Statistics, C in English Literature, C in Art and a C in Geography.

College:

* John Leggott College, Scunthorpe, 2011-2012.
* AS levels: C in Physics, C in Biology, C in Maths, B in Information Computer Technology.

Qualifications

* I have various health qualifications.

Hobbies and Interests

In my spare time I enjoy repairing and upgrading my own PCs at home, I enjoy gaming and creating ideas for game designs, I also like to research articles about cyber security. I go to the gym a lot and I partake in several extreme sports such as abseiling and bouldering.

Key skills

* I have an extensive IT knowledge. This includes: systems, networks, software and hardware.
* Able to work well with a diverse range of people.
* Able to thrive in a busy and highly pressurised working environment.
* Determined and enthusiastic.
* Self-motivated with a desire to always progress.
* Good level of written and verbal communication.
* Reliable and dependable.

References

Name: Carol Turner. Role: Senior Support Worker. Email: [chestnuthouse@prime-life.co.uk](mailto:chestnuthouse@prime-life.co.uk) Telephone Number: 01427 718272.

Name: Louise Clark. Role: Manager. Email: [louise.clark@aviva.co.uk](mailto:louise.clark@aviva.co.uk) . Telephone Number: 07800691170.