**Curriculum Vitae**

**Jamie Ashley Read**

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**DOB**: 31/08/94

**Personal Profile**

I am a reliable hard-working individual who is pleasant and polite. I am a quick learner and can work well in a group or individually. I have gained valuable experience in IT support, while on numerous placements and in different work place environments, undertaking different types of IT technical work ranging from a small workshop environment to a large educational establishment, all requiring a high level of quality technical support. I would like to have the opportunity to use these skills in the IT industry.

**Skills:**

**Software:** I have experience using programs such as: The Microsoft package for example Publisher, Word and Excel. I am also competent in using Photo Editing Suites, Macromedia Fireworks, Adobe Photoshop and Gimp image editor.

I have an understanding in the use of: Microsoft Windows XP, Vista and 7, 8 ,10; Apple Macintosh and Linux operating systems.

I have used my photo editing skills to create flyers and tickets for events, and used it to print and edit photos for customers.

I have experience of working on servers including, Microsoft server 2008/12 to create user profiles and FOG Linux server for imaging machines.

I am also confident in the use of designated software for finding faults in machines, running diagnostics tools to find and fix viruses and speed up slow machines.

**Hardware:** I have built machines from scratch, from motherboard to CD drive;

I have upgraded machines for customers, installed new parts, e.g. RAM modules and graphics cards.

I have trouble-shooted machines, testing hardware parts to see if they are functioning properly and replaced parts with new ones if required or requested.

Education

I have done a second year Modern Apprenticeship student at Shipley College doing the Level 3 Diploma for IT Professional Competence. This course ran from September 2011 to June 2012.

Titus Salt School, Bradford, September 2005 to May 2010.

Qualifications

|  |  |  |  |
| --- | --- | --- | --- |
| Subject | Level | Date | Result |
| Mathematics | GCSE | June 2010 | C |
| English Literature | GCSE | June 2010 | C |
| English Language | GCSE | June 2010 | C |
| Science | GCSE | June 2010 | C |
| Additional Science | GCSE | June 2010 | C |
| Design and Technology | GCSE | June 2010 | C |
| Music | GCSE | June 2010 | D |
| German | GCSE | June 2010 | C |
| OCR National Diploma in ICT | 2 | June 2010 | Distinction |
| BTEC First Certificate (ICT) Practitioners | 2 | June 2011 | Distinction |
| Educare Online Safety Level 2 | 2 | May 2017 | Completed |
| Educare Child Protection in Sport& Active Leisure Level 2 | 2 | May 2017 | Completed |

Work Experience

**2015- Beckfoot and Hazelbeck Community (April - current )**

Working across Beckfoot secondary school and Hazelbeck SEN school providing technical support

* **Day to day tasks involve troubleshooting 1st and 2nd line support answering calls , going to classrooms and troubleshooting issues sound issues , interactive white board issues etc ..**
* **Setting up new machines from scratch, imaging using FOG**
* **Repairing Damaged Machine’s**
* **Working on servers, creating IP reservations in DHCP , resetting user passwords , using active directory and group policy**
* **work on cisco switches, both patching and configuring vlans**
* **Day to day maintainance checking printers, adding toners, cleaning projector filters**
* **Working with both fat and thin clients using a large server farm to connect students**

**2012- Amey PLC , duration ( September - march 2015 )**

**Job Title – IT adviser**

* **Job involves supporting Primary & secondary schools in the Bradford area,**
* **Day to day tasks of troubleshooting 1st and 2nd line support answering calls , going to classrooms and troubleshooting issues sound issues , interactive white board issues etc ..**
* **Setting up new machines from scratch , imaging using ghost.**
* **Working on servers creating IP reservations in DHCP , resetting user passwords , using active directory.**
* **work on cisco switches , both patching and configuring vlans**
* **Day to day maintainance checking printers , adding toners, cleaning projector filters**
* **Working with both fat and thin clients using a large server farm to connect students**

**2012 – Shipley College, Duration (2 months)** included:

* Shadowing the other technicians around, carrying out jobs such as ...

Troubleshooting

Installation or software on multiple classroom machines

* Imaging new machines and setting them up to the network.
* Wiping hard drives to remove data for future use

**2011 - Heaton Children’s Services, Duration (9 months)** included:

* Routine computer and printer checking and maintenance
* Troubleshooting teacher/classroom computers, installing software and printers
* General IT support over the phone and face to face
* Professional printing for external and internal customers of various size prints

Working on the server, creating users and imaging computers

**2011 - Wildman computers, Duration (2 month)** included:

* Working on computers, replacing parts e.g. graphics cards/ RAM
* Computer rebuilding, starting from scratch with a motherboard.
* Troubleshooting problems with computers to diagnose and fix them

**2009 - Year 10 JSD Design, Architects Shipley (one week placement) i**ncluded:

* Drawing up Building designs using CAD
* Creating a 3D view of the building
* Learning health and safety procedures
* Learning rules and regulations of the company

Interests and activities

I am an active person and enjoy activities such as sailing, cycling and swimming. My main interest is in ICT as I find computers easy to work with. I am sociable and like to meet up with friends and family. I am a volunteer for the Ellen Macarthur Cancer Trust which helps young people recovering from such illnesses. I have been a volunteer with them for 3 years

Referee

Brian Stocks

Beckfoot School

Chris Burland

Beckfoot School

Bingley

BD16 1EE

Simon Ver

Senior ICT Technician

Hanson Academy

Bradford

BD2 1JP

Chris Yates

Head of Technology & Learning Resources

Shipley College

Victoria Road

Saltaire

BD18 3LQ

Gareth Medd

Deputy Head teacher

Heaton Children’s Services

Bradford

BD9 6LL