Ethan Trafford | IT Support

07795070263 | Greater Manchester (Stockport)

**Work Experience**

ASE Global (IT Service Desk Analyst) February 2019 – August 2019

Bennett Brooks (IT Support Technician) December 2017 – February 2019

Safestyle uk (Market research) January 2017 – April 2017

St Helens Glass (Market research) July 2017 – September 2017

**Bullet pointed below will be most IT related issue/query ive dealt with**

* User Creation – Active Directory, Office 365, SharePoint and Exchange.
* Troubleshooting: VPN, Internet connectivity, Printer issues, IP Conflict, Slow performance
* Report creation / generation
* SQL Editing, input.
* Hardware replacements
* Dashboard management

My job at ASE consisted of Helping with IT related issues mainly using company software and lots of SQL was used at my time at ASE, when it came down to the last few days of the month, PRF creation was required which calculated the profit and loss for each car brand dealership. Day to day the tasks I usually would be doing would consist of TeamViewer sessions which is remotely connecting to a client device to fix whatever issue they may be experiencing. The job consisted of much communication between teams (DBA’s, Infrastructure and service build) all this communication was key to resolving certain technical issues.

At Bennett Brooks, we had over 100 different client companies. There was also an accountancy side of Bennettbrooks, we also dealt with there IT. Daily my job consisted over being the main call taker then creating the case. Also being assigned cases such as VPN connection issues, printer issues. Domain controller management (Active directory) which was permission changes, creating and editing user accounts and distribution groups, with also manging the office portal/exchange.

I was assigned many computer performance related issues which would always be resolved unless it got to the point where the computer was to be replaced/re-imaged.

These are just a couple of the day to day tasks I would encounter.

**Personal Profile**

As I have recently left my previous job, I am looking for somewhere which will help me exceed my personal goals in becoming an IT expert I am always still learning to this day and very enthusiastic about IT and I believe this is the future in the world we live in.

I feel like I would be a benefit to any team as I have good IT knowledge always willing to learn new things, I always communicate within a team as I think it is essential in an IT environment. Im a very easy person to talk too and I have quite a bubbly personality and wherever I go I always try and contribute to the office environment to put people in that good working mood.

Grades | Education

* Networking Fundamentals (Microsoft MTA)
* Business Processes (City and Guilds)
* Coding and Logic Level 3 (City and Guilds)
* Mobility and Devices (Microsoft MTA)
* Cloud Fundamentals (Microsoft MTA)
* Level 2 functional Skills Maths (City and Guilds)
* Level 2 Functional Skills English (City and Guilds)
* Physical Education (GCSE) A
* Geography (GCSE) C
* Information Technology (GCSE) B

St James High School 2011-2016

**Hobbies**

I am a Mixed martial artist competed it boxing, kickboxing, MMA and grappling competitions. Asides from this I like to go and have a drink with friends now and then on weekends (when I don’t have to cut weight).

Reference and all certificates available on request, enjoy the rest of your day and thanks for getting to the end of the CV 😊.