**Name:** Josh Coll

**Address:** Apartment 54

99 Greenheys Lane West

Manchester

M15 5AX

**Mobile No.** 07460196204

**Personal Statement:**

I have worked in the IT industry for the last 4.5 years starting off as an apprentice, in this time I have developed a lot of different skills which I have honed over the years. I have excellent time management skills and great customer service as I have worked face to face with end users for most of my time in the IT industry. Due to the nature of the role I have developed excellent problem-solving skills and am able to work under pressure. I am looking to transition into a software developer role and go down this route as this is something, I have great interest in.

**Qualifications:**

Microsoft Technical Associate (MTA)

**Education:**

**ANS Group (2015 - 2016)**  
 BTEC Level 3 Professional Competence for IT and Telecoms Professionals

***Stockport College September 2014 – May 2015***

Employability course

Open Awards Level 2 Certificate in Skills for Further Learning and Employment.

***Cheadle College September 2013 – June 2014***

Level 2 Travel and Tourism Diploma merit level

Level 2 Functional Skills English

Level 2 Functional Skills Maths

***St James Catholic High school September 2008 – June 2013***

**GCSE’s**

Biology C grade

Chemistry C grade

Physics B grade

Religious Studies B grade

Level 1 Travel and Tourism Certificate pass level

BTEC Public Services Certificate pass level

Level 2 Certificate Improving Own Learning and Performance

Level 2 Certificate Working with Others

**Professional Experience:**

Technical Analyst Apprentice - ANS Group (September 2015 - December 2016)

Internal Systems Administrator Apprentice - (December 2015 - April 2016)

Internal Systems Administrator - (April 2016 - June 2019)

2nd Line Support Engineer - Cetus Solutions (June 2019 - Present)

After completing my apprenticeship with a passing grade in Level 3 Professional Competence for IT and Telecoms Professionals I started my role as an Internal Systems Administrator, during this I was responsible for managing and maintaining ANS's internal infrastructure. While doing this role I have become proficient in Active Directory, Exchange & 365 administration, Mimecast, Webroot, IronPort, CUCM, MS update rollouts through SCCM and a little bit of Azure (setting up app's, managing groups/users)

Another big part of my role as an Internal Systems Administrator was providing support for all end users within the company at a 1st/2nd line level. this involved monitoring our internal service desk mailbox and logging/working on tickets that were sent in by the whole company. this also involved receiving phone calls from users about the same sort of issues. In this aspect of the role I successfully resolved and closed a variety of different types of issues. these involved hardware faults, software faults & OS issues that users would be experiencing problems with.

during my one to ones I was always praised for my efficiency in working on tickets and closed over 60% of my teams’ total tickets on a quarterly basis.

At Cetus Solutions I have a variety of roles and responsibilities I must undertake day to day. This includes 2nd line support for a wide range of customers, managing their full environments. this includes daily backup checks through Veeam, making sure all their core infrastructure is being backed up and available in the event of an accident/meltdown. My role also includes managing a variety of different exchange & office 365 environments & server 2008-2016 support as well as Windows 7-10 Desktop/User support.

**Hobbies:**

Computers

IT

Music

Films

Socialising with friends and family

**References:**

supply on request