**Benjamin Harry Mercer**

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Date of Birth: 28 May 1995

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**Personal Profile**

I am an intelligent, experienced and ambitious IT support technician with a wide technical background. I have extensive experience supporting the use and maintenance of the technology and software used in an educational context.

I enjoy troubleshooting challenging problems and I am keen to research alternative solutions where a fix is not readily available. I’m an excellent team player but equally happy working on my own which I can do with the minimum of supervision. I like to keep up to date with new technologies, learning new things and improving my knowledge and skills. I am self-disciplined and have good time management skills and can organise and present information clearly and accurately.

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| **Personal Skills and Attributes**   * Confident person * Polite and approachable * I work well with new people * I am good at working in teams * Flexible and willing to learn | **Professional Skills**   * Good understanding of computer hardware s and software, such as: Microsoft Office software * Diagnosis fault finding * Multiple Wifi device management * Diagnosis and fault finding * Managing multiple iOS devices * Using and supporting a range of Windows operating systems 7,8,10 server 2012 R2 * Used Server Group Policies * Server management including DHCP, Active Directory and Printer Deployment * Retrieving Data using Symantec system recovery * Physical installation of wireless points and CCTV cameras |
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**Education & Qualifications**

Shipley College September 2011 to 2017

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| **Subject** | **Qualification** | **Grade** |
| Level 3 IT Apprenticeship | IT Application Specialists Advanced Apprenticeship | Pass |
| Level 2 IT Apprenticeship | level 2 Diploma in Professional Competence for IT and Telecoms Professionals (QCF) | Pass |
| IT Functional Skills Level 2 | Level 2 IT | Pass |
| IT Networking System Support | BTEC Level 3 Extended Diploma (equivalent to 3 A’ Levels) | Merit, Merit & Distinction |
| Maths | Functional Skills | Level 2 (C) |
| English | Functional Skills | Level 2 (C) |
| IT Networking System Support | BTEC Level 2 Diploma | Pass (2012) |
| iPad course | Deploying & Managing your iPads Effectively. | Pass 2014 |
| IT | Internet Safety for IT Users | Level 1 Pass |

**Work History**

**July 2019 to Present Provident Financial Company IT Service Desk Analyst**

In this job I have developed my communication skills (both verbal and in writing) on the telephone, face to face and via email. I have gained experience of working with Windows XP/Windows 10, Office 2007/2010/2013, basic networking, and Office 365. I have also been able to manage and work around 4000 mobile devices across the team using software such as Airwatch. My organisational skills have also been developed to make sure SLA targets are met by answering the telephone and also getting jobs fixed. I have always maintained good targets within the company. I have also used AD in the company to set up VPNs and temporary defender tokens as well. I have also used the SCCm tool to ‘remote in’ on a user’s PC and also push software out. I have used many other types of software as well.

**January 2019 to Current West Yorkshire Police Special Constable**

Becoming a special constable, has helped me in many ways. It has helped me understand how people operate. It has helped me develop quick decision making skills and risk assessment especially under pressurised, real life situations. I have learnt great communication skills and has put me outside of my comfort zone.

**August 2018 - July 2019 Mobile Phone shop sales assistant Tesco**

In this job, I worked as a sales advisor, advising customers on the mobile phone platform. I have engaged in meeting customers’ needs on a daily basis. I have helped customers understand the latest phone they are either buying or getting on contract. This job has helped me massively with my communication skills and also people skills. I have become more professional and developed in my listening skills, interpersonal skills and understanding customer needs.

**January 2018 - August 2018 Volunteering at Yorkshire Mesmac**

In this volunteering job role I get to meet new people with Mesmac and also talking to new people outside of Mesmac. Within my role I try and get people tested for HIV this can be sometimes challenging but I try my very best to try and show them that it is a good way to get them tested.

**July 2015 – March 2017 St Bede’s and St Joseph’s Catholic College IT Technician**

In this job role I have developed many new skills over the time I have been working in a busy environment at the upper school. I have worked alongside experienced IT technicians which have helped me to gain new skills to become better at my job. I have become quicker at finding solutions on issues. Example could be printer services, sound issues, paper cut and many more. I have managed to work on servers at the school by upgrading them physically and also updating software. I have added CCTV cameras to the school by physically installing them and also adding them to the CCTV software. Also maintaining the cameras around the school. Restoring students/staff work by going to previous versions or having to go on the server remotely to retrieve work. Also I have done everyday issues like replace toner change keyboards and fix PC issues. Which could be software or hardware issues. Also used Samsung Exchange phone system which is set up manually by IP addresses. Use Active Directory in day to day tasks, reset student’s passwords or to find home area or to block accounts. I’m in charge of managing and doing the creation of ID badges. This requires me taking them to the photo studio and taking pictures of staff/students. I programmed ID badges for staff to have access to certain rooms. Also 1st line support for support for students. I have also had access to Smoothwall to block websites or to allow webpages to the school network. This is a firewall to protect the school on the network. Also used Impero to take over students and staff PC’s. This is a quicker way to give assistance when are lessons. I have also replaced projectors in school classrooms and replaced bulbs on the projectors. Also I have set up events in the school which included microphones, lights, audio and projectors.

**2014 – 2015 High Crags IT Technician**

This job has helped me continue to develop my confidence in a new environment and meeting new people. I feel it has given me a good understanding of working in an IT industry. I have gained lots of knowledge in IT technical faults. I have also worked well in teaching staff and children on how to use IT effectively and safely. I have also worked on my own initiative and also alongside other peers. At the school I have also worked with 120 iPads. This has been a great way of me learning to manage and control iPads effectively. I have used a management App called Cisco Meraki. I’ve also worked on the server using Group Policy’s I have learnt a great deal with this. Also network managed the school through Access points, Smoothwall and switches.

**Hobbies and Interest**

In my spare time I enjoy photography, in particular I enjoy wild life photography and also outdoor nature. I also like to install new software onto my computer. I am always browsing the web and watching technology based television programmes to keep up to date with new IT developments. I like being with my friends and taking part in activities with them e.g. holidays, cinema, bowling, long walks. I like to help my family and friends out when they have issues with their PC. Examples of this may be updating software, installing new software or connecting a PC to the router.

**References:**

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| --- | --- |
| Mr Chris Jakubowski  Network Manager  St Bede’s and St Joseph’s Catholic College  BD9 4BQ  01274 941941  cjakubowski@sbsj.co.uk | Mr Levi Tubman  Deputy Network Manager  St Bede’s and St Joseph’s Catholic College  BD9 4BQ  01274 941941  ltubman@sbsj.co.uk |
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