**Scott Whitehouse**

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Paddock

Huddersfield

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**Personal Statement**

I am a naturally positive, outgoing and friendly person with a mature outlook on life. I have gained a BSc (Hons) Information and Communication Technology from Huddersfield University and would like to fulfil a position within that environment where my skill set is best suited. I have excellent organisation and diary management skills and able to work to targets and other KPI’s. I have an excellent telephone manner along with strong IT skills and strongly believe in adding value to every customers’ experience. I am seeking a full-time position where I can increase my current skill set as well as become an invaluable asset to the business/workforce. I am available to interview and commence work immediately.

**Key Skills**

* Office 365/2013, Exchange, Active Directory.
* Virtualization solutions (Primarily Citrix XenServer)
* Overall excellent technical knowledge
* Installation and configuration of networking hardware
* Analytical and conceptual thinking, with a conscientious approach to managing workloads
* Excellent face to face customer service and telephone manner.
* Dismantling and assembling computer hardware
* Expense with various software and different operation systems
* Sharp Troubleshooting and Analytical Abilities
* Experience working at height and hands-on practical tasks.
* Cisco IP telephony (Mitel)

**Work Experience**

**Employer:** Getronics  **03/2018 to present**

**Role:** Deskside Support (on site at Syngenta Huddersfield)

* Second and third line support by telephone, face to face and helpdesk.
* Administration of e-mail, network and application users groups and privileges and use of Service now
* Support and Maintenance of all aspects of IT hardware and software for company locations throughout the UK.
* Installation, maintenance, upgrade and support of PC’s, laptops, printers, phones, mobiles
* Bespoke and off the shelf software installation and SCCM, maintenance and support
* Responsible for looking after Cisco switches and all the network patching on site

**Employer:** Allied Glass, Leeds **06/2017**

**Role:** IT Support Technician

* First and second line support by telephone, face to face and helpdesk.
* Support and Maintenance of all aspects of IT hardware and software for company locations throughout the UK.
* Installation, maintenance, upgrade and support of PC’s, laptops, printers, phones, mobiles
* Bespoke and off the shelf software installation, maintenance and support.
* Administration of e-mail, network and application users groups and privileges.
* Responsible for company data backup solution primarily using Symantec Backup
* installation of a vast IP based CCTV and repair

**Employer:** Health Informatics, Kirklees Area **12/2016 - 04/2017**

**Role:** *IT System Implementation Analyst*

* Setting up new system users for hospitals, business etc. (tap-on/tap-off software)
* Registering new systems users accordingly, with personal and profile details
* Conducting and liaising with relevant departments with regards to staffing details and particulars to be placed on the system.
* Marketing and promoting the new and improved system highlighting benefits and efficiency

**Employer: Paddock Community Trust**

**Role:**  *volunteer ICT helper (2016-2017)*

* Help people with different computer issues
* Teaching people how to use their computer
* Learn people how use windows 10
* Answer any question people have about their compute

**Employer: Leeds City Council.**

**Role** -Corporate ICT Services *(2014 – 2015)*

* Taking charge of the web server
* Helping train new team members in key competencies.
* Demonstrating understanding of the GIS software
* Looking after Helpdesk system by logging calls

**Training & Education**

**Training Provider:** Standguide, Huddersfield **2017**

**Qualification:**

* Employability Provision assisting with job search, interview techniques, CV and cover letter as well as confidence building.

**Training Provider:** Huddersfield University, Huddersfield **2012 - 2016**

**Qualification:**

* BSc (Hons) Information and Communication Technology

**Training Provider:** Huddersfield New College, Huddersfield **2008 – 2012**

**Qualification:**

* A-Levels: BTEC Level 3 (Extended Diploma in IT – B)
* BTEC First Diploma (ICT – A)

**Training Provider:** Royds Hall High School, Huddersfield **2003 – 2008**

**Qualification:**

* Educated to GCSE level including Mathematics and ICT

**References**

Russell Bavester Lisa Gale

IT Support Technician Service Delivery Manager

Allied Glass Getronics

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***Further References upon request if required***