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| **Alex Rothwell** | 5 Park Grove Apartments, Wainhouse Road,  Halifax, West Yorkshire, HX1 3SS  07419 907014  alexrothwell1@hotmail.co.uk |

**Personal Statement**

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| I am an extremely motivated individual who is seeking employment as a full time IT Technician and/or a customer service role (1st line service desk).  I am aiming to continue my career in Technical Support and Repairing, Fixing and Troubleshooting systems. |

**Skills**

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| * I taught myself how to fix basic computer problems from a young age and gradually taught myself how to install Operating Systems onto computers, install various pieces of hardware and software onto PC's. * I also know how to optimize systems to ensure they run efficiently and securely. * I have extensive knowledge of the Microsoft Office Suite, including Word, PowerPoint, Outlook 365, Access and Publisher. * Extremely hard working and an excellent time-keeper * Outstanding Troubleshooting/problem solving skills |

**Work Experience**

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| **The Health Informatics Service., Oak House, Woodvale Office Park, Woodvale Rd, Brighouse, HD6 4AB** *(Agency with Venn Group, Fountain House, Leeds, LS1 5QX)*  July 2018 – January 2019  *Service Desk Facilitator*  In this role I was part of a small team who were helping support IT Issues for a large amount of hospitals and health organisations in the nation, including but not limited to Calderdale Royal, Huddersfield Royal, Pin­­­derfields General, Pontefract General, Dewsbury District, and also multiple GPs in the area of Calderdale, Kirklees and Wakefield.  Day to day roles included answering the phones for customers in a timely and professional manner to adhere to SLAs, remotely fixing issues for customers, password resets and security group changes through AD, supporting EPR (Citrix), logging jobs undertaken through software ‘Remedy by BMC’, and assigning to the appropriate team or escalating where nessescary.  **The Brooksbank School and Sports College., Victoria Road, Elland, HX5 0QG**  October 2015 – April 2018  *Apprentice ICT Technician – Level 3*  I have learnt how the school servers work, store information and how to perform troubleshooting on the workstations in the school. I have also learnt how laser printers work, how best to maintain them and also how to use the MDT Imaging software. Daily duties include checking toners, checking assembelies and checking loan equipment for damage. I also have gained basic knowledge of how servers and server software works.  I have helped Students and Staff with any queries they have. Various hardware (desktop and laptop) and software troubleshooting including client logon errors, internet connection problems, raising warranty requests with 3rd parties, upgrading hardware components.  **ASDA Stores Ltd., Thrum Hall Lane, Halifax, HX1 4PG**  June 2015 – October 2015  *Checkout Operator and Warehouse*  I have learnt how to operate the till system at ASDA and help sort out any problems that customers have had. I have improved my communication skills, both over the phone and face to face with both collegues and customers. I have also learnt how large businesses work and how operations work in the warehouse.  **UK Insurance Solutions LTD., 233 King Cross Road, Halifax, HX1 3JL**  August 2013 - Feburary 2015  *Basic Web Developer and Email Newsletter Designer*  I have built and currently editing Joomla! CMS and WordPress sites for the company. I have also created basic Mailchimp templates ready for content. I also did small admin tasks around the office.  **Media42 (Matthew Holt - Self Employed), matthew@media42.co.uk**  April 2013 - July 2013  *Work Experience*  With Matthew I touched on many basic IT tasks. Some examples of these are setting up networks, seeing how servers work (Linux/Windows) work in the real world on live systems, configuring networks to allow printers/file servers to function and many hardware related tasks, such as building, repairing and configuring PC's to a client’s needs. I also learnt how to create basic websites using the Joomla! CMS (Content Management System) and how to upload files via FTP. |

**Education**

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| **Brooksbank School and Sports College, Victoria Road, Elland, HX5 0QG**  September 2008 – June 2013  *English GCSE - D*  *Maths GCSE - C*  *Science GCSE - C*  *OCR Nationals ICT (Media) – Pass – Equivalent to 4 GCSE’s*  *Photography GCSE - Pass*  *BTEC Music – Pass*  **Calderdale College**  September 2013 – July 2015  *IT Practitioners Extended Diploma Level 3 – Systems Support – Pass (PPP)*  **Estio Training Centre, Leeds House, 2 Central Park, New Lane, Leeds LS11 5EB**  *October 2015* – October 2016  *English Functional Skills L2 – Pass – Equivalent to GCSE C*  *Advanced Level (Level 3) Apprenticeship in IT, Software, Web & Telecoms*  *Diploma in ICT Professional Competence*  *Diploma in ICT Systems and Principles*   * *Customer Support – Distinction* * *Networking Principles – Distinction* * *Principles of ICT system and data security – Merit* * *Maintain ICT Equipment and Systems – Distinction* * *Install, Configure and Upgrade ICT Software – Distinction* * *ICT Repair Centre Procedure – Distinction* * *Investigating and defining customer requirements for ICT systems - Merit* |

**Hobbies and Interests**

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| In my spare time, I like to make and edit videos for YouTube, showing daily life (V-logs for example). This gives me excellent teamwork skills. This is because the YouTube channel is shared with other members and we all collaborate on our ideas and discuss our opinions as a team.  I enjoy casting my opinions on any issues that matter to me or my age-group.  I like helping friends and family with any computer related issues.  I also like to set myself challenges. Most recently, I used my Raspberry PI to interconnect PC's and a Server to essentially make a media server to stream content all around the house. |

**References**

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| **References available on request.** |