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Kieran Jackson

Systems Operative/Production Operative

# SUMMARY

Currently a Systems Support Operative with Carnaby Gaming Machines, here my duties include the setting up of all technology the business operates. This means heavy lifting and various long-working hours.

Recently moved to Bridlington from Leeds and struggling to get back into the IT sector in a seaside-oriented area.

# WORK EXPERIENCE



**Carnaby Gaming Systems – Systems Operative**

November 2018 – April 2019.

* Setting up and Maintaining the businesses technology infrastructure.
* AutoCAD 3d Design and Printing.
* Heavy lifting, Pallet Packing and occasional van driving.
* Night shift operations.
* Picking and Packing.
* Production line.

**MIDCOUNTIES Cooperative IT – Senior Application Support Engineer**

12/2017-03/2018 – Unfortunately, I had a one-off tonic seizure… It revoked my driving license until March 2019. The office was not commutable via public transport.

* Using RDP software on various VPNs.
* Liasing with escalation teams at PayPal and Mastercard.
* Monitoring servers, networks, software in 450 stores.
* Supporting all of the Cooperative ‘Food’ stores in the country.
* Training and Leading 6x apprentices.
* Answering telephone & email queries.

**ECSC GROUP PLC – 2nd Line Support Engineer (Linux based)**

01/2017 –06/2017 – 6 Month temp contract.

* Providing 2nd line technical support to a vast number of ECSC’s clients.
* Learning about Linux operating systems such as: Centos 7 and Kali Live.
* Building and deploying security systems.
* Configuring firewalls and port forwarding.
* Networking fundamentals.
* Bug, fault finding within Windows 10 updates before software roll outs.

Figure Out LTD – technical support coordinator

05/2016 – 01/2017 6 mONTH TEMPORARY CONTRACT.

* Technically supporting a vast number of clients who are Financial Advisers with all Microsoft technologies used within the business.
* Exchange/Office 365 admin portal maintenance – Changing of passwords, creating new email accounts, etc.
* Supporting in-house agents on 5 different pieces of internal software on Microsoft windows operating systems.
* Maintaining the business’s Microsoft SQL database’s.
* Managed call flow and responded professionally to technical support needs of customers.
* Hardware repair on most laptops and desktops within the business.
* Maintaining server back-ups and ensuring they’re completed on time.

PC Specialist LTD – Technical support coordinator

02/2016 – 05/2016 – 3 month maternity leave cover.

* Installing Windows 10 on customers systems
* Providing first line IT support to non-technical personnel within the business.
* Managed call flow and responded to technical support needs of customers.
* Resolving internal support tickets within the business.
* Configuring network printers using TCP/IP.

Fujitsu – Customer service technician (1st line of support)

11/2015 – 01/2016 – Temporary Contract – Christmas Period.

* Installed software, modified and repaired hardware and resolved technical issues.
* Provided base level IT support to non-technical personnel within the business.
* Managed call flow and responded to technical support needs of customers.
* Supported users on some of the following listed technology: Windows 7 machines, Laptops & Desktops, Tablets, and android and apple devices.
* Administration duties.
* Evaluated and responded to incoming sales leads and requests for technical support assistance.

Airedale Computers – Apprentice IT Technician – Level 3 (advanced).

01/2015 –11/2015

* Installed software, modified and repaired hardware and resolved technical issues.
* Provided base level IT support to non-technical personnel within the business.
* Evaluated and responded to incoming sales leads and requests for technical support assistance.
* Resolved virus and malware issues with a very high success rate.
* Installed software and operating systems on over 156 (Employee) company computers.
* Carried out backups on company servers every Friday morning.

# EDUCATION

**Baltic Training Services | Level 3 Advanced IT Apprenticeship**

01/2015 – 12/2015

During this apprenticeship, I have gained the knowledge with some of the mainstream operating systems such as windows server, Hyper V, Cisco systems and configuring the windows 8.1 Interface.

**WAKEFIELD COLLEGE | LEVEL 2 BTEC DIPLOMA IN ICT**

09/2013 – 06/2014

During my time at college I had accomplished the grades required for my apprenticeship.

**DE-LACY ACADEMY | GCSE’S**

09/2008 – 05/2013

During my time at high school, I acquired my GCSE’s and met the required grades for my college diploma in ICT.

# Skills

* Production line, fast working & heavy lifting
* Time-management
* Reliability
* Windows operating system repair & maintenance
* Server maintenance
* Problem solving
* Basic knowledge of programming principles
* Excellent telephone manner
* Basic - HTML, JavaScript & SQL

**Interests & Hobbies**

In my spare time I like building hardware in my spare time (For friends & family) I have a portfolio of images with systems I have built in the past. When I am not learning about technology, I am spending time with friends and family & participating in social activities.