Dalton Bradley

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Motivated, proactive and reactive IT Technician, experienced with general and custom-built systems within a multifunctional large corporate structure. Ambitions to progress my career and enhance my capabilities across IT functions.

Employment History

1st Line Support Technician – JLA Group

(March 2017 - Present)

My current role involves assisting with issues and development across the group, encompassing the following responsibilities:

* Reacting to “tickets” raised by both office based and remote colleagues covering hardware, software and mobile devices
* Maintaining internal servers and integral software essential to the group functions
* Development and implementation of helpdesk applications allowing a seamless reactive fix to occurring issues
* Upkeep of the groups remote engineer base, ensuring customers receive the most informative experience possible
* Initialising and testing all new equipment for new employees to ensure a quick and seamless integration in to the business function dependant on the department, the requirements, systems vary.
* Out of hours response to ensure weekend tickets and or issues are resolved as quickly as possible

Current Skills:

* Knowledge in the many different Microsoft Office Suits (2010, 2013, 2016)
* I was the major benefactor of developing our IT Service Desk. Making sure it’s all correct and working properly before the go live
* Knowledge in Active Directory, Microsoft Exchange Servers, SCCM Severs, Winspooler and Storage Servers.
* In-depth knowledge all computer hardware. This stemmed from building computers as a hobby
* Worked with Microsoft Severs (Server R2 2012, Server 2016)
* Knowledge of many different Operating Systems such as Windows XP, Windows 7, Windows 8 & 8.1, Windows 10, Linux.
* Worked and developed around many different in-house systems at JLA
* Some knowledge in Crystal and BI systems.

Bar Manager – Shoulder of Mutton - Mytholmroyd

(July 2016 – Feb 2017)

At the Shoulder, I was expected to oversee the running of the front house and day-to-day tasks, which kept the pub running smoothly:

* Dealing with customers face to face for both food and drinks orders
* Managing stock levels and rotation
* Cashing up of the daily take and recording accurately
* Communicating with the owner with regards to any issues, requirements or changes
* Ensuring staff levels were adequate and managing workflow

Night Manager – Mytholmroyd Sports Centre

(April 2014 – June 2016)

This role required both customer facing and internal interaction with colleagues, as it had a broad range of duties:

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* Manning the reception area, taking incoming requests and bookings for classes
* Managing class fulfilment where possible
* Keep an inventory of equipment on site
* Closing the site as per the requirements such as cashing up and ensuring facilities were up to the standard expected

Education

Calderdale College

(September 2012 – June 2014)

* Extended Diploma – Computer Games Design – Merit

****Calder High School****

(September 2007 – June 2012)

* BTEC – Sports Science
* 9 GCSEs, grade B-C, including Maths and English

Hobbies & Interests

My main interests are music, gaming and Rugby League. I play the drums, and have done for four years. When it comes to gaming, I play both console and PC, including in teams with my friends. I have played rugby since I was 14, was previously in the academy at Huddersfield Giants, I now play for Siddal, where I first started playing, and play touch rugby, which is mixed gender.

References

References are available upon request.