**Luke Tainton**

National Insurance Number: PC 98 65 90 C

17 Oakmeadow Drive, St. Mellons, Cardiff, CF3 0EN

Tel: 02920258269

Mobile: 07443436721

Email: luketainton1@virginmedia.com

LinkedIn: Luke Tainton

Spiceworks profile: http://community.spiceworks.com/people/luketainton

**Personal Profile**

I am currently studying a BSc(Hons) Computer Networks course at Birmingham City University. In my spare time I enjoy learning about topics in the IT industry such as domain networks; until moving to Birmingham I attended many extra-curricular clubs and groups. On a Wednesday evening I went to Boys’ Brigade; I earned my President’s Badge and every 2 weeks I volunteered to help earn my Queen’s Badge, which is the highest award attainable in the BB. I also went to Air Cadets on a Monday and Friday evening and through them I completed my Bronze Duke of Edinburgh’s Award and have earned 2 St John’s Ambulance First Aid qualifications, one for Youth First Aid and more recently an Adult Activity First Aid qualification, which runs out in 2018. I also volunteered at a Sue Ryder charity shop on Sundays as a means of learning some vital life skills.

**Work Experience**

**Zodiac Seats UK Cwmbran, 15/6/2015 – 19/6/2015**

In this work experience placement, I got a taste of what I would like to do as a career. During this week, I completed a whole range of tasks that a member of a large IT Support team might complete. These tasks included running the tape backups, building PCs for deployment, closing helpdesk calls, provisioning and deploying desk and DECT phones to staff and maintaining the digital signage solution onsite. ZSUK use SCCM 2007 for OS Deployment, and I managed to build around 20 PCs for deployment in order to replace outdated machines at users’ desks. They also have an old-style PBX phone system but are looking to upgrade to a VoIP solution. As such, I have experience with cross-patching phone ports to the relevant switch cabinets and then patching these to an end-user Ethernet port at the desk.

**SFX Tech Cowbridge Road East, 21/10/2013 – 26/10/2013**

I spent a week in this Cardiff-based computer repair shop completing a variety of tasks. No two days were the same. As part of this, I was asked to build donated machines ready for sale, by installing Windows 7 onto RM One model PCs and installing antivirus, productivity software etc. I was also tasked with ‘ghosting’ hard drives, i.e. copying hard drives so that deployment of an OS wouldn’t take as long. I also salvaged working parts from non-working computers and placed them into working PCs with faulty hardware.

**References**

|  |  |  |
| --- | --- | --- |
| Sharon Peters | St Teilo’s High, CF23 9PD | 02920 547180 |
| Jim Carter | SFX Tech, CF24 5EJ | 02920 236759 |
| Adrian Fox-Wiltshire | Zodiac Seats UK, NP44 3HQ | 01633 793698 |

**Education and Qualifications**

|  |  |  |  |
| --- | --- | --- | --- |
| **GCSE** | | **AS Level** | |
| English Literature (WJEC) | B | Mathematics with Statistics (WJEC) | B |
| English Language (WJEC) | B | History (WJEC) | B |
| Mathematics (Edexcel) | A | Geography (WJEC) | C |
| Biology (WJEC) | A | ICT (WJEC) | B |
| Chemistry (WJEC) | A |  |  |
| Physics (WJEC) | A | **A Level** | |
| Welsh Second Language (WJEC) | B | Mathematics | D |
| R.E. (WJEC) | A | History | B |
| I.T. (OCR) | Dist. | ICT | C |
| History (WJEC) | A |  |  |
| Geography (WJEC) | B | **Degree** | |
| German (WJEC) | A | BSc(Hons) Computer Networks | Current |

**Key Skills**

WJEC

Level 1: Application of Number, Working With Others

Level 2: Communication

Level 3: Improving Own Learning and Performance

**Extra-Curricular Qualifications**

* Boys’ Brigade President’s Badge
* Duke of Edinburgh’s Award Bronze Level
* St John’s Ambulance Activity First Aid

**Certifications**

* Microsoft Office Specialist: Excel 2013

**Employment**

* **Paper Round (July 2011 – September 2015)**

I delivered around 30 copies of the *South Wales Echo* in the CF3 area of Cardiff. I worked around 1 hour a day (excluding Sundays) and even longer on weekends as I had to collect the weekly payment from the customers.

* **Zodiac Seats UK (13/07/2015 – 15/09/2016, Seasonal)**

After completing a week of work experience at ZSUK in June 2015, I came back to Zodiac for a 6-week internship contract. As part of my contract I was tasked with helping to tackle the 120 service requests in the ‘Client’ queue on the help desk, and assisting with PC Rollout, by building PCs using SCCM 2007, MDT 2013 and LANDESK 9.6 SP2. I was also asked to deploy these PCs to desks, running between 3 of the 4 buildings in Cwmbran belonging to ZSUK, installing desktops, laptops and CAD workstations. I played a minor role in the deployment of phones and also in the networking side of the job. I also helped to diagnose faults in the network and to test newly installed Ethernet points in the wall. During the week before Christmas 2015, I spent 4 days at ZSUK deploying PCs to users in an attempt to reduce the number of deployments in the rollout queue.