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| Luke Fox |  |  |
| About me  I am passionate about diagnosing and solving IT issues whilst providing friendly, knowledgeable support and advice. With a unique background prior to my career change in 2021, I utilise the skills I gained through teaching and working with young people, as well as being self-employed, to adapt my communication and make IT accessible for all. I am committed to continually developing my IT skillset and consider learning new expertise a hobby. |  | **Contact**  lukehillsfox@gmail.com  07884599050  Woking, UK |
| Experience IT Technician and consultantApril 2023 – September 2024 | Geeks on Wheels Helping business and individual clients with IT problems  Investigated and prioritised incidents assigned to me  Carried out system checks and troubleshooted IT issues  Communicated client led solutions to ensure smooth and efficient resolution  Managed system maintenance and upgrades for clients  Managed email setup and configuration  Installation of TVs and other hardware  Adjusted communication effectively according to client knowledge and needs Printer technicianSeptember 2022 – April 2023 | Brother New Zealand Installed printers for clients  Diagnosed printer issues and made appropriate repairs both to hardware and associated software  Ensured the proper function of network printers Blockchain software developerJanuary 2022 – April 2022 | NFT Flash Fixed term contract with small start-up company software consultantAugust 2021 – December 2021 | Manaaki Created teaching videos which covered how to use Manaaki software, and EG Web-builders vs. Web Developers. Previous experience Prior to my career change into IT I taught Guitar, outdoor pursuits, and  taught High School Maths and English NCEA levels. I also worked as a  self-employed plasterer. | Right to work  I hold the Right to Work in the UK and have recently relocated permanently to Woking.  EDUCATION Bachelor of Science: Major in Applied Computing University of Waikato Postgraduate Certificate in Education University of Waikato Bachelor of Arts: Major in Education Victoria University, Wellington  SKILLS IT support and adviceIssue diagnosticsPythonASP .Net CoreC# Object OrientedWeb Development (JavaScript, CSS, HTML)Blockchain (Solidity, Hardhat, Truffle) |

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