



GARETH WHITLEY

RELEVANT EXPERIENCE

National Trust

August 2018 to present

- Trained and supported staff and volunteers in the use of cloud systems including Office 365 and SharePoint Team Sites.
- This involved reading documentation and attending basic workshops, creating guidebooks for local team and providing guidance and instruction.
- Regularly work with IT Business Partner, third-party contractors (OpenReach etc) and digital project teams as first point of contact and local lead on software and hardware use
- Act as the first-point-of-contact for all local staff and volunteers with software and hardware problem-solving and best practice via email, over the phone and in-person
- Provide support to local, regional and national teams as a Cisco WebEx Teams Superuser

South Kesteven District Council

September 2014 to August 2018

- GDPR-lead for arts centres: researching regulations, wrote new privacy notices, created GDPR preference system in box office and website systems and trained staff (including managers)
- Sourced and coordinated the purchase and installation of new Spektrix box office system (including two new websites) across multiple venues, including data migration and working with first, second and third-line council IT staff and managers: on-time and on-budget.
- Developed and trained staff in the use of new ticketing, finance, reporting, marketing and website systems.
- Provided first-point-of-contact support via email, over the phone and in person for all IT-related queries in arts centres before escalation
- Technical contact for third party suppliers for telephony, Internet, network and box office system development.

Bodelwyddan Castle Trust

June 2010 to September 2014

- Promoted to Systems Manager.
- Sourced, project-managed and installed hardware and software for new online/offline ticketing and retail system.
- Trained staff and volunteers the use of new and existing systems including freelance accountants.
- Maintained office's Microsoft Server 2003 including setting-up new users and email accounts; backing-up storage.
- Installed basic networking for new systems including interactive whiteboard, box office, retail and cafe systems.
- Created new WordPress-based website with embedding ticketing.

CONTACT



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Grantham, NG32 2LS

INTRODUCTION

I have a natural ability to understand, use and problem-solve information technology. I really enjoy helping others to get the best out of their systems. In my free time I love to develop my learning around IT products, processes and frameworks. I am looking for new employment where my main role is providing IT support full time.

RELATED INTERESTS

Microsoft 365, Azure
Networking and building PCs
Linux and MacOS
Web development including HTML/
CSS, NodeJS/Express
Adobe Creative Cloud
Business and information systems
Amateur Radio

RELEVANT EDUCATION AND TRAINING

Currently studying **Prince2 Agile Foundation**

Currently studying **CompTIA A+**

July 2020 **Microsoft 365 Certified: Fundamentals**

June 2020 **ITIL 4 Foundation**

April 2020 **APM Project Fundamentals training**

South Kesteven District Council, 2017 **GDPR e-learning, graded 100%**

South Kesteven District Council, 2017 **Train The Trainer**

North Wales Police, 2010 **Special Constable training including protective marking, use of secure systems**

Aberystwyth University, 2004-2007 **BSc Econ (Hons)**
International Politics and Intelligence Studies, graded upper second class

Eirias High School, 2002-2004 **3 A Levels and 2 AS Levels including:**
•AVCE Information Communication Technology, Grade B
•English Language, Grade C

10 GCSEs including:
•Systems and Control, Grade A
•GNVQ Information Communication Technology, Grade Merit
•Double Award Science, Grade AA
•English, Grade B(A)
•Mathematics, Grade C

EXTRA INFORMATION

Disclosure and Barring Service **Enhanced Child Workforce, update service registered certificate: 001698272910**

North Wales Police, 2010 **Obtained SC clearance**

Driving Licence **UK, full car, no points**

REFERENCES

Current line manager **Nina Corey**, nina.corey@nationaltrust.org.uk
Spektrix Senior Project Manager **Martin Counter**, martin.counter@live.co.uk
07554003966