

Ben Wilkinson

benwilkinson02@proton.me

PERSONAL STATEMENT

Motivated and technically capable IT professional with hands-on experience in troubleshooting, hardware support, user assistance, and basic networking. I hold a Level 4 HNC in Computing and a Level 3 Extended Diploma (DMM), alongside practical experience gained through multiple IT placements and self-directed support work.

I have strong customer service experience from roles in Virgin Media O2 and retail environments, allowing me to explain technical issues clearly and professionally to non-technical users. I am now seeking a full-time IT Support or Junior IT role where I can build on my technical knowledge, contribute to an IT team, and progress within the industry.

TECHNICAL SKILLS

Technical Support & Hardware:

- PC building & maintenance
- Replacing faulty components (keyboards, mice, drives)
- Installing and configuring software
- User device setup
- Fault diagnosis and troubleshooting

Networking & Systems:

- Basic networking
- Basic Active Directory knowledge
- Basic cybersecurity concepts

Software & Tools:

- Microsoft 365
- Windows OS troubleshooting
- HTML, CSS, Python, C# fundamentals
- Website and database basics

RELEVANT IT EXPERIENCE

Unique Products UK — IT Work Experience (2024)

- Assisted with website and database management.
- Supported internal users with software/hardware issues.
- Gained exposure to company IT infrastructure.

Boston College IT Department — IT Placement (08/10/21 – 15/10/21)

- Audited computers and ensured device record accuracy.
- Logged faulty equipment.
- Assisted staff with troubleshooting.

Giles Academy IT Department — IT Placement (25/11/19 – 09/12/19)

- Completed 30–45 hours of IT support tasks.
- Replaced peripherals and supported login/device issues.

Freelance Tech Support — Ongoing

- Troubleshooting, device setup, optimisation, and software help.
- Assisted non-technical users with system configuration.

OTHER WORK EXPERIENCE

Virgin Media O2 — Sales Advisor (21/07/25 – Present)

- Provided customer support for mobile tech.
- Explained technical solutions clearly to customers.
- Helped with device setup, account issues, and troubleshooting.

Unique Products UK — Dispatcher (10/01/24 – 03/04/24)

Tesco — Festive Colleague (27/10/23 – 23/12/23)

Pizza Hut — Back of House (21/04/23 – 22/10/23)

Marks & Spencer — Christmas Temp (04/12/22 – 24/12/22)

Lymn Bank Cheese Co (27/11/21 – 04/12/21)

EDUCATION & QUALIFICATIONS

HNC Computing – Pass (2024–2025)

BTEC L3 Computing – DMM (2021–2022)

BTEC L3 Foundation — Pass (2020–2021)

BTEC L2 IT – MM (2019–2020)

GCSE English – Grade 5

GCSE Maths – Grade 4

CERTIFICATIONS

- Microsoft SC-900 Security Fundamentals
- Security Operations Analyst Path — Ongoing

HOBBIES & INTERESTS

Cybersecurity, Gaming, Formula 1, Sci-Fi & Technology Trends