

**Ben Wilkinson**

**benwilkos02@gmail.com**

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### **Personal Statement**

I am a motivated and curious computing student with a growing interest in IT and technology, particularly in areas like cybersecurity and technical support. Through college placements and helping friends and family with basic computer issues, I've gained some initial hands-on experience in troubleshooting and everyday IT tasks. I'm now looking to take the next step by gaining real-world experience in a supportive environment where I can continue to learn, build my confidence, and develop practical skills that will support a long-term career in IT.

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### **Work Experience**

#### **IT Work Experience**

##### **Boston College IT Department (08/10/21 – 15/10/21)**

- Assisted in auditing computers across the college, verifying names, and reporting faulty systems.

##### **Giles Academy IT Department (25/11/19 – 09/12/19)**

- Completed 30-45 hours of IT support, including replacing keyboards, mice, and resolving technical issues.
- Assisted staff and students with troubleshooting basic computer and software problems.

##### **Unique Products UK (IT Work Experience) (2024)**

- Gained insight into website management and database administration while assisting the IT team.
- Provided support with minor technical issues related to internal IT systems.

##### **Freelance Tech Support & Troubleshooting (Ongoing)**

- Regularly assist friends, family, and local contacts with computer troubleshooting, software installation, and system optimisations.
- Help individuals with setting up new devices and resolving basic IT problems.

#### **Additional Work Experience**

##### **Unique Products UK – Dispatcher (10/01/24 - 03/04/24)**

- Printed labels, sorted orders, and managed shipments via different courier services.

##### **Tesco – Festive Colleague (27/10/23 - 23/12/23)**

- Responsible for stock replenishment and maintaining store presentation.

**Pizza Hut – Back of House Team Member (21/04/23 - 22/10/23)**

- Maintained kitchen operations, prepared and served food, and ensured cleanliness and stock availability.

**Marks and Spencer – Christmas Temp (04/12/22 - 24/12/22)**

- Stock replenishment and assisting with customer needs.

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

- Assisted in cheese packaging, quality control, and production line operations.
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**Education & Qualifications**

**Boston College (2021 - 2022)**

- BTEC National Extended Diploma in Computing Level 3 – DMM

**Boston College (2020 - 2021)**

- BTEC National Foundation Diploma in Computing Level 3 – Pass
- GCSE English – Grade 5
- GCSE Maths – Grade 4

**Boston College (2019 - 2020)**

- BTEC First Extended Certificate in Information and Creative Technology Level 2 – MM

**Skegness TEC (Grimsby Institute) (2018 - 2019)**

- BTEC Level 1/2 First Award – Merit
  - NCFE Functional Skills Qualification in Mathematics – Entry Level 3
  - Pearson Edexcel GCSE English Language – Grade 3 (*Spoken Language Pass*)
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**Certifications**

- Microsoft Security Fundamentals SC-900 – Pass
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**Technical Skills**

- Programming Languages: HTML, CSS, C#, Python
- IT & Cybersecurity: PC Building, Troubleshooting, Basic Network Security
- Software Proficiency: Microsoft Office Suite, Website Management

- **Tech Support & Troubleshooting:** Assisting users with hardware/software issues, system setup, and IT problem-solving
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#### **Hobbies & Interests**

- **Cybersecurity**
  - **Gaming & Esports**
  - **Formula 1 Enthusiast**
  - **Science Fiction & Technology Trends**
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#### **References**

**Available upon request.**