



Work Experience

2023
-
2025

VKS Deployment Engineer

Location: Glenair - 40 Lower Oakham Way, Mansfield NG18 5BY

Since mid-December, I have been a part of the team upgrading Glenair's shop floor from a paper-based system to an application-based process using a VKS application. As the primary IT person for the task, my job entails managing the IT side of projects and deploying the necessary hardware, such as monitors, computers, peripherals, etc. While working on this task, I realised that I enjoy managing projects and have begun to develop the skills required to pursue project management full-time. My job will return to IT support once the shop floor is upgraded.

Tasks I perform in my job	
Plan and manage the budget for all projects.	Build and deploy IT equipment for the projects.
Prioritise projects by importance and schedule them accordingly.	Collaborate with the VKS support team to provide training on the new system.
Keep stakeholders informed of project progress through the Jitbit ticket system.	Troubleshoot any issues with IT equipment for the projects.
Update the Trello dashboard, which I built for the portfolio so progress is tracked accordingly.	Notify relevant personnel, both internally and externally, about the equipment that needs to be ordered and any damage to equipment that occurred.
Work with stakeholders to determine the best location for IT equipment, ensuring efficient use of equipment and time.	Assign tasks to the IT support team regarding group policy changes, iPad setup, and VLAN changes on switches.
Inform the data clerk of the assigned computers' usernames to update the database.	Collaborate with the VKS support team to provide training on the new system.

2021
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2023

IT Support Assistant

Location: Glenair - 40 Lower Oakham Way, Mansfield NG18 5BY

In August 2021, I was hired as a trainee after completing my level 3 education. Although I had the necessary knowledge, I lacked experience. After completing my one-year traineeship, I was offered a role in IT support that involved assisting clients both in person and off-site remotely. My responsibilities included providing support for hardware and software issues, as well as addressing second and first-line support needs.

Certification And Courses

Studying

PRINCE2 Practitioner course

Location: Online ILX

Building on the knowledge learnt in the prince 2 Foundation course, prince 2 Practitioner enhances your project management skills. The course teaches the tools and knowledge needed to successfully implement the prince 2 methodology in your own projects. I purchase myself with the below for £1600.

Studying

PRINCE2 Foundation course

Location: Online ILX

The prince 2 Foundation course serves as an ideal starting point for individuals looking to pursue or progress a career in project management. Learners will come away with an understanding of the main principles, processes and practices that form the basis of the prince 2 method. I purchase with the above for £1600.

2024

ESD Certification

Location: Glenair (current employer)

I successfully completed an ESD course that means I am trained to BS EN 61340-5-1:2016 compliance standard



Previous Education

2020
-
2021

Level 3 Cambridge Extended Technical Diploma in IT (digital technician pathway)

Location: West Notts College

Grade achieved: Distinction-Merit-Merit

Modules included (click the module to view more)

Cyber Security	Product Development
Cognitive Computing	Project Management
Cloud Technology	Mobile Technology
Developing A Smarter Planet	IT Technical Support
Virtual And Augmented Reality	

2019
-
2020

Level 3 Cambridge Technical Diploma in IT

Location: West Notts College

Grade achieved: Distinction-Merit

Modules included (click the module to view more)

Computer Networks	Fundamentals Of IT
Computer Systems (Hardware)	Global Information
Computer Systems (Software)	Internet Of Everything
Enterprise Computing	Systems Analysis And Design

2018
-
2019

Level 2 Cambridge Technical Diploma in IT

Location: West Notts College

Grade achieved: Merit

Modules included (click the module to view more)

Building It Systems	IT Hardware Installation And Upgrade
Creating A Computer Network	IT Software Installation And Upgrade
Essentials Of Cyber Security	Supporting IT Functions
Essentials Of IT	Using Emerging Technologies

2013
-
2018

GCSEs (click here to view more)

Location: English completed at West Notts College

All other GCSEs where completed at Samworth Church Academy

GCSES	
English Language	4 (Equal to a Lower C)
Mathematics	5 (Equal to a Lower B or high C)
Combined Science: Trilogy (Double Award Course)	Two 5s (equal to a Lower B or high C)
Information & Communication Technology	B
Level 1/2 Cambridge National Certificate Creative Media	Distinction at level 1
Design & Technology: Graphic Products	D
Religious Studies	3 (Equivalent to a D)