

# Joshua Kelly

Winlaton, Gateshead

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## Personal Profile

I am a very hard working and dedicated individual. I have had a passion for computers since I was a child, taking apart broken electronics to see how they function. To building, servicing and repairing computers for my family and friends during my teenage years. For the two decades, I have been expanding my knowledge to the back end of web-servers, integrating and hosting various servers, from WebDAV protocols, databases to email servers (using POP, IMAP and SMTP). I have always loved and been fascinated how technology takes a simple binary input, to expand into colossal and multifaceted systems, each system with its own merits on security, performance or accessibility.

## Key Skills

### Soft Skills

- ⌚ Ambitious
- ⌚ Teamwork
- ⌚ Efficient Multitasker
- ⌚ Solution focused
- ⌚ Detail orientated
- ⌚ Problem Solving
- ⌚ Adaptability

### Technical Skills

- ⌚ Determined to solve issues / problems through research time and resolve
- ⌚ CompTIA A+ Certified
- ⌚ Adaptive Learner, committed to continuous professional development
- ⌚ Conceptual Thinking
- ⌚ Troubleshooting and brainstorming
- ⌚ Inductive Thinking
- ⌚ Open to feedback and criticism

## Languages, Technologies and Tools

### Languages

- ⌚ HTML
- ⌚ CSS
- ⌚ JavaScript
- ⌚ SQL
- ⌚ PHP

### Technologies

- ⌚ AJAX
- ⌚ HTTP /TCP
- ⌚ IP
- ⌚ Mail Servers
- ⌚ DNS Servers

### Tools

- ⌚ VSCode
- ⌚ Active Directory
- ⌚ Linux
- ⌚ Mac
- ⌚ SysLog

## Employment History / Work Experience

### Winlaton Centre

April 2024 - Present

#### IT Help Desk & Administration Volunteer

- ⌚ System administration and management.
- ⌚ Troubleshooting and repairing hardware and software faults.
- ⌚ IT Help & Support for Winlaton residents through a drop-in group that I manage and run on Tuesdays.
- ⌚ Help and advice for staff and volunteers.

### Chocolateque

January 2022 - Present

#### Various Roles, Part-time

- ⌚ Website Development.
- ⌚ Website hosting.
- ⌚ Fulfilling and shipping orders.
- ⌚ General administration and bookkeeping.
- ⌚ Communicating with customers for customised orders.
- ⌚ Receptionist and front of house.

## Education & Training

🕒 Just IT Software Developer Skills Bootcamp	Present to 01/2025	Present to 01/2025
🕒 CompTIA Network+		Present to 01/2025
🕒 Microsoft 365 Fundermentals		30/06/2024
🕒 CompTIA A+		23/05/2024
🕒 CTSkills/NCFE Level 2 Principles in Cyber Security		14/03/2024

### Newcastle College

🕒 Level 3 Access to Higher Education in Computing	
Distinctions	x4
Merit	x2

### Prudhoe Community High School – GCSEs

Mathematics	B
Information Technology	B
Triple Science	C
English Language	C

### Hobbies, Interests and Experiences

- 🕒 Performing routine maintenance through reports and logs, analysing the data and applying fixes. Ensuring the system is
- 🕒 Diagnosing system and network vulnerabilities and implementing solutions to resolve them.
- 🕒 Playing single player video games
- 🕒 Listening to music
- 🕒 Building, servicing and repairing desktops, laptops and mobile phones.
- 🕒 Diagnosing hardware, software, operating systems and network issues.

### References

Available upon request