

Liz Hughes

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Professional Summary

Motivated IT enthusiast currently studying Computer Science at the University of Dundee. Proven ability to troubleshoot and resolve technical issues in high-pressure environments. Strong background in customer service and teamwork, with hands-on experience in inventory management systems.

Employment History

Ramp Agent

Swissport

2022 - 2024

- Collaborated with team members to ensure timely loading of baggage onto aircraft, adhering to strict deadlines.
- Developed strong communication skills while resolving delays and working closely with team members to keep operations running smoothly.

Home Delivery Driver

Morrisons

2019 - 2022

- Independently delivered goods to customers while providing excellent customer service and assisting with any issues that arose.
 - Gained experience in inventory management while assisting on the shop floor and warehouse.
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Technical Skills

- **Programming Languages:** Completed various educational projects using C, VB6 and MATLAB.
- **Problem Solving:** Experience troubleshooting technical issues with inventory management software in the workplace while under strict time pressure.
- **Hardware Skills:** Experience assembling computers, configuring hardware components and troubleshooting issues that arise.

Education

Student in Computer Science

University of Dundee

2024 – Present

- Coursework includes programming and understanding some of the vital functions performed by operating systems.

HNC in Mechanical Engineering

University of Strathclyde

2014 - 2016

- Completed teamwork-based projects and technical reports using MATLAB.
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Certifications

- Red Cross First Aid Certificate
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References

Available on request.

Full job description

Provn is working with a Dundee based MSP with over 20 years of experience serving clients across various industries.

We are seeking an IT Support Desk Engineer who will play a vital role in how the business delivers exceptional levels of customer service to their clients. You'll work closely with their team of technicians to provide 1st and 2nd-line support, troubleshooting issues and resolving technical problems. This is a great opportunity for a motivated individual to develop their skills and contribute to exciting projects.

Key Responsibilities

- Provide 1st and 2nd-line technical support to clients
- Troubleshoot and resolve IT-related issues
- Manage user accounts and permissions
- Support Microsoft Office 365, Azure, Exchange, and other cloud-based services
- Assist with network administration and maintenance
- Participate in IT projects and initiatives

An example of the technologies (don't worry if you don't have all of them):

- Active Directory, Entra ID, SharePoint, Teams, Office 365, Azure, Exchange, and networking
- Apple/iOS experience
- Excellent problem-solving and troubleshooting abilities
- Ability to work independently and as part of a team
- Excellent communication and interpersonal skills
- A passion for IT and a desire to continuously learn and grow

Benefits

- Salary up to £30,000
- Opportunities for professional development, including L&D budget and company-sponsored training
- Flexible working arrangements, including 3 days onsite and 2 days remote

Job Type: Full-time

Pay: Up to £30,000.00 per year

Schedule:

- Monday to Friday

Work Location: In person

Reference ID: 1008739

Generative AI Usage

Ran my existing CV through an LLM, providing formatting, writing the summary and rephrasing some things before it was tweaked and added to.

Give an example of when you assumed the role of team leader.

While working at Morrisons, the round of deliveries that went out in the afternoon would usually take place after the manager of the department had gone home. Due to some mistakes made during the process of assembling orders there were some issues while loading the vans while there were also two orders left over from the day before which had to be redelivered. In the absence of management I worked to resolve the issue, altering our inventory records to match the orders we had and distributing the extra orders to delivery drivers whose routes were already passing near the required destinations. The deliveries were able to be dispatched no more than fifteen minutes late which was within an acceptable margin of error. The experience made me a little more comfortable asking people to do things in these situations and to remain calm under pressure.