# Louis Ruocco

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## Education

University of Kent – BA (Hons) Italian and Philosophy with a year abroad (2:1) - **2016-2020**
Year Abroad – Erasmus Year in Bologna, Northern Italy - **September 2018 – June 2019**
Mill Hill School on the Ridgeway - **2011-2016**
- A-Levels - Italian (B) Spanish (C), Religious Studies(C).
- 9 GCSEs including Spanish (A), Italian (A), Maths (C) and English (B).

## Work Experience

### IT Engineer – Expert IT - March 2021 - Present

- Provided Tech and Network support, both basic and advanced to a wide variety of customers on many operating systems ranging from Mac to Windows 10.
- Sourced, maintained and set up new computers and laptops for over 100 clients.
- Managed entrusted tasks on different levels of complexity, ranging from basic software updates and hardware repairs, to intricate networking issues between systems.
- Carried out monthly maintenances on Servers, PCs and Laptops to ensure everything is running as it should be.

### Senior Member of the Private Dining Service - The Andaz Hotel - June 2016 – November, 2019
- Handling clientele requirements and ensuring smooth operation of Private Dining Events. ● Coordinating certain events, as well as managing agency staff on occasion.
- Relaying important updates to other team members, such as chefs and managers during peak
- times.
- Occasionally working in other departments in the hotel in order to cover for colleagues on sick leave or holiday.

### Admin Clerk - Home Minders (Ltd.) - Jan 2016–July 2019

- Conducted contract reviews of 50+ tenancy agreements.
- Examined tenant contract copies.
- Analysed content of agreements for flaws or irregularities.
- Updating Purchase ledgers on properties, both digitally and by hand.

## Skills and Interests

- **Languages:** English (Native), Italian (Native), Spanish (Intermediate Level).
- **Technologies:** Office 365, Active Directory, Windows 10/11, MAC OS X, JavaScript, React, MySQL, Nodejs, HTML, CSS.
- **Certificates:** Foundations of UX/UI Design on Coursera (in Progress).
- **Volunteering:** Regular volunteer at the local food bank.
- **Leadership:** Taught English to under-privileged children in Southern India. Devised lesson plans, worked independently.
- **Skills developed during my degree:** Research skills, resilience, working to tight deadlines, attention to detail.