

Louis Ruocco

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Currently a Customer IT Engineer with Computacenter, I am keen on entering the software sector (particularly Web Development) as it is a real passion of mine, and a career I would be interested in pursuing.

Work Experience

- **Customer Engineer - Computacenter:** **January 2022 - Present**
 - Provided IT support in a wealth of companies, including HSBC, Knight Frank and Deutsche Bank.
 - Installed software builds on corporate laptops for consumer use straight out of the box
 - Have received Dell, HP and Lenovo accredited qualifications
- **IT Engineer - Expert IT:** **March 2021 - December 2021**
 - 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 business servers and desktops to ensure peak performance
- **Private Dining and Events Team Leader - 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.

Skills and Interests

- **Technologies:** Windows XP-11, Office 365, Intune AD, Active Directory, Windows Server 2012-16, MAC OS X, Linux Kernel, JavaScript, MongoDB, Node.js, Express, CSS, HTML.
- **Certificates:** Foundations of UX/UI Design on Coursera, CompTIA A+ (in Progress), ESET UKT01
- **Skills Developed During Degree:** Research Skills, attention to detail, resilience, consistency, working to tight deadlines
- **Languages:** English (Native), Italian(Native), Spanish (Professional).
- **Volunteering:** Regular volunteer at the local food bank.
- **Leadership:** Taught English to under-privileged children in Southern India. Devised lesson plans, worked independently.

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 **2018-2019**
- Mill Hill School on the Ridgeway: **2011-2016**
 - **A Levels** - Italian (B), Spanish (C), Religious Studies (C)
 - **GCSEs** - 9 including Spanish (A), Italian (A), Maths (C) and English (B).