John Smith

I am a focused and process-driven person currently seeking a web development position. Having worked in the general IT sector for many years, I am looking to use my recent qualifications and training to specialize in this area and plan to support my career with ongoing development via Digital Jersey and online courses.

EMPLOYMENT

June 2015 - Present

IT TECHNICIAN – Computer Space Jersey
+ Helpdesk support for local business clients including diagnosing, troubleshooting, and resolving issues by phone, email and online
+ Maintaining computer systems and software for companies
+ Visiting local clients to install, repair, or replace hardware and software
+ Maintaining and upgrading servers and managing cloud services
+ Building and maintaining Computer Space Jersey's website
+ Monitoring firewalls and security alerts through daily & hourly checks
+ Creating and maintaining user profiles for organisations
+ Managing phone and printer systems for local businesses
+ Disassembling defunct computers for component recycling

January 2008 – May 2015

IT HELPDESK ADMINISTRATOR – Global IT Solutions, Jersey
+ Frontline helpdesk support for global companies including identifying, researching, and resolving issues by phone, email and online
+ Dealing with user queries such as password resets, how to use specific software and hardware
+ Remote installation of authorised software and antivirus programs to laptops and PCs
+ Resolving technical problems with LAN and WAN connectivity issues
+ Logging and monitoring support requests and providing remote training for users to reduce queries

September 2005 – December 2007

TRAINEE IT ENGINEER – IT Hardware Ltd., Plymouth
+ Building, configuring, and testing laptops & PCs ready for business or domestic use, including installing software and antivirus programs
+ Assisting with setting up and maintaining company servers
+ Testing and resetting network equipment
+ Disassembling PCs, laptops, phones, and servers for component recycling

June 2002 – August 2005

BAR TENDER & WAITER – Seafarer's Bar & Restaurant, Plymouth
+ Serving drinks and making cocktails to order
+ Taking customer's food orders and waiting tables
+ Recommending local dishes and wine pairings

August 2000 – May 2002	**SALES ASSISTANT –** The Stationery Store, Jersey
	+ Duties undertaken included: stocking shelves, stock taking, helping customers navigate the store, serving customers and taking payments

EDUCATION

2019 - 2022	**DIGITAL JERSEY**
	+ Digital Leadership Programme (2-year part time apprenticeship)
	+ Foundation Coding Course (6-month part time)
	+ Digital Marketing 101 & 102
2002 - 2005	**PLYMOUTH UNIVERSITY**
	+ BSc (Honours) Computing & IT (Communications and Networks)
1995 - 2002	**HAUTLIEU SCHOOL**
	+ A-Levels; Computer Sciences (A*), Physics (B), Mathematics (A*) and Geography (B)
	+ GCSEs; 10 at Grade A* and B, including Mathematics, English, Science, and Information Technology

SKILLS

+ **INNOVATIVE –** I enjoy creating new ideas and transforming these into digital apps, including my recently launched 'Computer Carbon Footprint' app, which businesses can use to track their environmental effect through efficient IT use and recycling.
+ **PROFESSIONAL –** working to GDPR standards and always maintaining client confidentiality. Using diplomacy and tact when dealing with challenging customers or requests.
+ **COMMUNICATION EXCELLENCE –** proven ability to listen, understand and respond to customer queries, delivering information clearly and concisely to the user's level of technical understanding.
+ **FLEXIBLE –** able to prioritise my own and colleagues' workloads in accordance with business demands and in response to critical issues such as hack attempts or security breaches.

REFERENCES

AVAILABLE ON REQUEST