

Professional profile

Computers are my thing. I enjoy learning and further increasing my knowledge, as computer systems are also a hobby to me, not simply work.

I have worked in the IT industry for a year and have consistently been willing to expand my skills and knowledge. I have worked with Active Directory, Office 365, Windows Deployment Services, Printers and Scanners, and both laptop and desktop hardware within an MSP. I am always punctual and learning outside of work in ways that will allow me to improve my performance within the workplace.

Career summary

August 2018 - Present **Supreme Systems, Aston**
Apprentice Systems Engineer

Outline

The role includes working on an IT helpdesk for multiple clients and working to setup new devices and repair devices for customers.

Key responsibilities

- Answering customer calls, logging tickets and transferring to other engineers
- Resolving IT issues clients have with their devices
- Working with Active Directory and Office 365 to create and manage user accounts
- Providing onsite support to customers where required
- Working with Windows Deployment Services to create and manage Windows installation images and deploy Windows to desktops and laptops
- Troubleshooting hardware issues
- Liaising with vendors, such as HP and Dell, to resolve in and out of warranty hardware issues
- Providing detailed notes on work completed
- Installing software and drivers, when requested to by a client
- Working with printers and scanners

Key achievements/projects

- Training a new apprentice within the build room, showing them the processes that are followed and how to use tools such as Windows Deployment Services.

Education & qualifications

- BCS Level 3 Infrastructure Technician Apprenticeship, Distinction** – LMPQ - 2019
- City & Guilds Business Processes, Pass** – LMPQ – 2019
- Microsoft MTA 98-366: Networking Fundamentals, Pass** – LMPQ – 2019
- Microsoft MTA 98-365: Windows Server Administration Fundamentals, Pass** – LMPQ – 2019
- Microsoft MTA 98-361: Software Development Fundamentals, Pass** – LMPQ – 2019
- Microsoft MTA 98-368: Mobility and Device Fundamentals, Pass** – LMPQ – 2018
- IT A Level, C** – Plantsbrook School – 2018
- Media Studies A Level, C** – Plantsbrook School – 2018
- Business Studies A Level, B** – Plantsbrook School – 2018
- English Language GCSE, C** – Plantsbrook School – 2016
- English Literature GCSE, C** – Plantsbrook School – 2016
- Maths GCSE, C** – Plantsbrook School – 2016
- Computer Science GCSE, B** – Plantsbrook School – 2016
- Geography GCSE, B** – Plantsbrook School – 2016

- **Additional Science GCSE , B** – Plantsbrook School– 2016
- **French GCSE , C** – Plantsbrook School– 2016
- **Business Studies GCSE, C** – Plantsbrook School– 2016
- **History GCSE , C** – Plantsbrook School– 2016
- **Core Science GCSE , C** – Plantsbrook School– 2016

References available on request
