

Jonathan Paul Watts

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Full UK Driving Licence (Clean)

Professional Profile

Reliable, adaptable, and customer-focused professional with experience across IT support, customer service, warehouse operations, retail, and delivery driving.

Certified in ICT Systems Support, with practical experience in Microsoft Azure, Windows Server, networking, troubleshooting, and cybersecurity awareness, alongside strong organisational and communication skills. Known for excellent timekeeping, professionalism, and the ability to work effectively both independently and as part of a team. Seeking a role where technical knowledge and transferable skills can contribute to business success.

Core Skills

- **IT & Technical:** Microsoft Azure, Windows Server, Windows 10/11, networking fundamentals, PC building, troubleshooting, cloud computing, cybersecurity awareness, Microsoft 365, recording and logging system information for auditing, AD user and groups and group policy setup.
- **Customer Service:** Telephone and email support, customer satisfaction, issue resolution, documentation, GDPR awareness
- **Warehouse & Logistics:** Stock control, picking and packing, deliveries, health & safety, stock taking
- **Administration & Systems:** Ticketing systems, order processing, reporting, data accuracy
- **Personal Strengths:** Reliable, punctual, professional, flexible, strong communication, team or independent working

Career Summary

ICT Systems Support Technician

JW ICT Systems Support – Telford | Aug 2026 – Present

www.jwictsystemssupport.co.uk

Self Employed

Community Grocery Volunteer

Community Grocery - Telford | July 2025 – Present

- Assisting with unloading delivery vehicles and rotating stock
- Labelling, stocking, and organising shelves and storage areas
- Providing customer service to members of the public
- Storing excess produce in warehouse, fridges, and freezers
- Maintaining cleanliness and health & safety standards

Sales / Warehouse Assistant & Delivery Driver

Motor Parts Direct – Telford / Wrexham / Chester | Aug 2022 – Jan 2025

- Picking and packing customer orders accurately
- Delivering customer orders safely and on time
- Managing stock levels and processing returns
- Booking in deliveries and completing paperwork
- Supporting inter-branch stock transfers
- Answering customer phone enquiries and arranging supplier returns
- Conducting stock takes and maintaining warehouse housekeeping

eBay Operations Assistant

Demon Tweeks - Wrexham Industrial Estate | *Feb 2022 – Jun 2022*

- Managing and enriching product listings for eBay platforms
- Using Akeneo and Asana to receive and complete tasks
- Uploading branded images and product information
- Ensuring accuracy of listings before upload to eBay stores
- Reporting discrepancies to the Service Desk for investigation

Customer Service Assistant

ZF Services UK Ltd (formerly Brake Engineering) - Wrexham Industrial Estate | *Aug 2007 – Feb 2022*

- Providing technical telephone support to UK and export customers
- Managing specialist and export customer accounts
- Identifying braking components using Tecdoc and Autocat
- Creating open-order and back-order reports
- Liaising with suppliers regarding outstanding orders
- Testing brake calipers using high- and low-pressure equipment

Education & Certifications

City & Guilds Level 3 Diploma in ICT Systems Support (7540-13)

Equivalent to **A-Level Grade**

JBC Skills Training Ltd | *Apr 2026 – Aug 2026*

- Networking Principles *
- Installing & Configuring Windows Server
- Principles of ICT System and Data Security *
- System Management
- ICT Systems and Network Management

(* Units are closely linked to other widely accepted IT Certifications including **CompTIA Network+, Server+, and Security+**)

Ofqual Qualification Number: **501/1585/6**

City & Guilds Level 2 Diploma in ICT Systems Support (7540-12)

Equivalent to **GCSEs Grades 4-9 (A* - C)**

JBC Skills Training Ltd | *Apr 2025 – Jun 2025*

- Customer Service Provision
- Install, Configure and Test ICT Networks
- Business Concepts for IT Professionals
- Principles and Concepts of Cloud Computing
- IT Fundamentals: Software, Hardware & Networking

Ofqual Qualification Number: **501/1430/X**

Secondary Education: Queensbury Upper Secondary School, Dunstable

GCSE-level education including Computer Studies, Maths, English, Science, and Religious Studies

Hobbies & Interests

- Developing IT skills, particularly cybersecurity and cloud technologies
- Cinema and audiobooks (science fiction, autobiographies, thrillers)

References

Available upon request.