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Full UK Driving Licence (Clean)



Professional Profile

IT-focused, customer-oriented professional with City & Guilds Level 2 and Level 3 Diplomas in ICT Systems Support with practical experience in PC building, and upgrades, Windows installation and configuration, networking, and technical troubleshooting. Through JW ICT Systems Support, I provide computer hardware services, general IT support, and hardware and software audits. My Windows Server and Active Directory knowledge includes guided practical lab work covering server setup, user account management, and Group Policy. I also bring extensive customer service experience, clear communication skills, and a reliable, methodical approach. Seeking an IT Technician or 1st Line IT Support role.

Technical & Professional Skills

IT support & troubleshooting: Windows 10/11 and Windows Server installation and configuration, PC building, hardware upgrades, repairs, hardware/software fault-finding.

Systems & cloud: Windows Server setup (guided practical experience), Labiteers and Microsoft Azure, Microsoft 365, cloud computing.

Identity & administration: Active Directory user accounts and groups, user account management, Group Policy practice, server login checks and audit logging.

Networking & security: Network setup and configuration, IPv4 fundamentals, connectivity testing, network troubleshooting, cybersecurity awareness and data security.

Service & documentation: Telephone and email support, recording system information, GDPR awareness. Microsoft Word, Excel and PowerPoint to create presentations and documentation.

Professional strengths: Customer service, clear communication, accuracy, organisation, timekeeping, independent and team working.

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

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IT & Professional Experience

ICT Systems Support Technician (Self-employed)
JW ICT Systems Support - Telford | *Aug 2026 – Present*

- Build, repair and upgrade desktop computers using components supplied by clients; check component fit and system operation.
- Install Windows operating systems and configure PCs to meet client requirements.
- Provide networking setup and troubleshooting, general hardware and software support, and technical fault-finding.
- Carry out hardware and software audits for clients, reviewing equipment and installed systems and identifying potential maintenance or upgrade needs.

Classroom Support Volunteer
Tech With No Limits CIC - Hadley Community Centre - Telford | *Nov 2026 – Present*

- Assisting the tutor by helping to show adult students the basic Microsoft 365 Skills and the use of AI for daily life.

Community Grocery Volunteer
Lighthouse Church Community Grocery - Telford | *July 2025 – Present*

- Assisting with unloading delivery vehicles and rotating stock
- Providing customer service to members of the public
- Storing excess produce in warehouse, fridges, and freezers

Sales / Warehouse Assistant & Delivery Driver
Motor Parts Direct – Telford / Wrexham / Chester | Aug *2022 – Jan 2025*

- Picking and packing customer orders accurately
- Managing stock levels and processing returns
- Booking in deliveries and completing paperwork
- Answering customer phone enquiries and arranging supplier returns

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

- Managing and enriching product listings for eBay platforms
- Uploading branded images and product information
- Ensuring accuracy of listings before upload to eBay stores

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
- Identifying and advising braking components using Tecdoc and Autocat
- Liaising with suppliers regarding outstanding orders

Hobbies & Interests

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

References

Available upon request.