

Michael Haley

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IT Graduate: Seeking IT Support Role – Network & Infrastructure

Self-motivated, enthusiastic **Microsoft Certified Desktop Support Technician** with a **master's degree in Management** and six months' practical experience of providing first line support to laptop, desktop and iPhone users. Currently studying towards an **MCSA/MCSE in Windows Server 2003**.

Areas of Strength:

- **Strong work ethic** as demonstrated by a track record of promotion at each company worked for.
- **Successfully plans and manages challenging assignments**, working with integrity and autonomy.
- **Adaptable and well organised** with a proven ability to effectively lead and motivate team members using a friendly and approachable manner.

KEY SKILLS

- IT Support
- Time Management
- Leadership and Training
- Customer Services
- Communication/Interpersonal
- Organisational and Planning
- Problem Solving
- Administrative/Report Management

ACADEMIC ACHIEVEMENTS

MCSA, MCSE, CCNA , Connectivity Training (Currently studying)	2020
MCDST , Connectivity Training	2020
MSc in Management , Oxford Brookes University, (Awaiting final results)	2020
Dissertation: 'The impact the Internet has had on ...'	
BSc (Hons) Degree in Information Tech. in Industrial Systems (ITIS) , Oxford Brookes University:2.1	2018
GNVQ in Advanced Information Technology	2015
NVQ in Level 2 Computer Science Operators Apprenticeship	2013

IT SKILLS

- Microsoft Certified Desktop Support Technician in Windows XP, MS Office and Outlook 2003.
- Set up and upgrade of desktop PCs and laptops.
- Create, delete and manage users and groups in Active Directory.
- Produce reports in Crystal Reports 10.
- Produce reports and perform basic administration in Business Objects XI.
- Basic SQL, Enterprise Manager and Query Analyzer.
- Competent user of Microsoft Windows: Word, Excel, PowerPoint, FrontPage and Outlook.
- Experience of using Dreamweaver, Java, HTML, e-mail and the Internet.

WORK EXPERIENCE

Securicor, London

Jul 2019- Date

IT Work Placement

Jul 2018- Date

Initial placement was for three months, extended to six by Head of Department. Provide first line support to all portal and iPhone users face-to-face, via telephone & using Webex to connect to desktops remotely.

- **Selected to manage Dell Battery Recall Program;** ensured all faulty batteries were recalled and replaced.
- **Maintain user records and database;** document all users with access to the head offices in London.
- **Set up laptops, desktop PC's and printers for all new users** with required software and settings in accordance with company policy. Upgrade desktop PC's hardware and software when needed.
- **Nominated to create user manuals and documents** users.
- **Produce reports when required using Crystal Reports 10 and Business Objects XI,** providing basic administration support for Business Objects XI.
- **Apply Enterprise Manager and Query Analyzer alongside SQL** to provide support and solve problems for iPhone, Portal and RoleCall users.

Retail Communications Officer

Jul 2019-Date

Appointed to fulfil retail client contracts involving allocation of security officers to WH Smith, Lidl, Morrisons and Next. Acted as central point of contact between security officers, clients and management and provided national cover for stores at weekends or busy periods.

- **Maintained accurate and up-to-date records and schedules;** reported/recorded sickness, absences or accidents.
- **Provided additional manpower at short notice** to cover officer absences or requirement of extra resources by client.
- **Avoided loss of man hours during periods of low resources;** ensured all client contracts were maintained by applying effective methods of manpower allocation.

All Sports, Ruislip: Weekend Sales Supervisor

Jun 2018-Jul 2019

Hired as Sales Advisor. Promoted to Footwear Supervisor after three months; supervised and provided product awareness training to a team of five. Assisted customers, processed payments, refunds and resolved customer complaints.

- **Re-organised stockroom** to facilitate stock maintenance and accessibility to footwear for the shop floor.
- **Consistently exceeded targets;** cross sold clothing and accessories whenever possible.

Taj Mahal Restaurants, Uxbridge: Part-time Assistant Manager

Jul 2013-May 2017

Joined as a waiter, evenings and weekends, and was promoted to Assistant Manager, running a team of 12 front of house and kitchen staff.

- Developed customer facing skills and the ability to remain professional and calm within a highly pressurised environment.
- Gained significant commercial acumen, involved in all aspects of running a small business.

INTERESTS

Plays football, cricket, tennis and basketball; Black Belt and Coach in Tae Kwon-Do self-defence, awarded nine trophies; enjoys music, films and socialising.