Jack Edwards – Curriculum Vitae

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Personal Statement

I am an individual who strives to complete tasks to the highest standard possible, taking the time needed to achieve a meticulous level of quality in my products well before deadlines. Currently, I am working as a IT helpdesk technician since finishing a two-year BTEC Extended Diploma in IT and Games where I achieved a Distinction/Distinction/Merit grade and after an apprenticeship achieving multiple Microsoft MTA's. I am now looking for a place within the IT industry that has room for me to grow and offers new opportunities. I think logically and approach any scenarios in an orderly fashion to complete my work and I am always eager to learn. I work well in practical situations and open to developing my personal skills as an individual as well as working within a team. In my current workplace I have configured and pushed out Intune (Mobile device management) myself, bringing something new into the workplace that no one's used in the past. I've also helped identify issues with procedures in efficiency to help the overall workforce perform better by improving or changing certain routines.

Key Skills

- Developed problem solving and mathematical skills
- I am well practised in all areas of office applications from various systems, such as Microsoft Excel, Word and PowerPoint
- I have experience with programming and games applications such as Visual Studio, Unreal Engine 4, and Unity. I use programming languages such as Visual Basic, C++, C#, and Unreal Engine's format, Blueprint. I've also recently self taught html, Java, CSS, PHP and SQL while working on my most recent home project.
- I also have experience with the physical components of a PC, the construction/maintenance of a PC and installing new software
- I am confident in server management and configuration
- I've installed new networks and successfully monitored and maintained them
- I display enthusiasm for the work I produce and ensure it is at the best standard possible, adapting to any project's unique needs
- I know my way around all types of devices and operating systems including Android, iOS, MacOS, Windows and Linux.

Education

MTA's

- 98-368: MTA: Mobility and Device Fundamentals
- 98-366: MTA: Networking Fundamentals
- 98-365: MTA: Windows Server Administration Fundamentals
- 98-361: MTA Software Development Fundamentals
- 98-364: MTA: Database Fundamentals
- MTA: Security Fundamentals

Stourbridge College

(2016 – 2018)

BTEC Diploma and Extended Diploma in IT and Games (Level 3) – Achieved a **D/D/M** grade (D representing Distinction grade, M representing Merit grade)

Kingswinford School
(2011 – 2016)

GCSEs:

- Science – D grade
- Additional Science – B grade
- Product Design – D grade
- English Language – C grade
- English Literature – C grade
- Mathematics – B grade
- ICT – C grade
- Computer Science – B grade

OCR National Award:

- Business Studies – Merit grade

Career History

Place of Work	Years of Employment	Job Role
S2 Technology Group	2019-Present	IT Helpdesk Technician
Charles Fellows Supplies Ltd	2016 – 2018	Warehouse Operative
Newsquest (Paper Round)	2011 – 2016	Distributor
PC World (Work Experience)	2016 – 2016	Store Assistant

Hobbies and Interests

My main interests and hobbies revolve around Technology, whether it's retro or state of the arc software and devices. I find myself fascinated by technology that I've not necessarily seen before, and how I could possibly use and manipulate it. I have extensive knowledge of a multitude of computer game platforms and like to create my own computer software using the various programming languages I have learned. I enjoy finding issues and being able to resolve them to see the end product work, whether this is in a physical device, software or networking.

My at home projects currently include management of my home network and security with a pfsense firewall setup for VPN, 2FA and more. I also enjoy configuring and using my custom-built server, currently running unraid OS which serves as a multipurpose server for myself and others. I'm also currently enjoying dabbling in the Web side of things, learning more about web development front end but mainly back end.

References

Chris Sargent – Managing Director
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