

Jack Ward

Worthing, West Sussex

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Personal Profile:

I'm a highly skilled ICT professional with advanced technical expertise and a genuine passion for technology support. I have a proven track record of solving complex problems and providing excellent customer service. With strong communication skills and the ability to adapt to new technological environments, I'm known for being proactive and dedicated to maintaining high service standards.

Area of expertise:

- Managing ROL IT systems
- Installation of hardware for staff
- Repairing hardware components
- Installing and configuring new software
- Troubleshooting technical issues for large organizations (e.g. Worthing Homes)
- Experience with Hyper-V and VMware
- Experience in Microsoft Programs/operating systems and Google suite

Work Experience:

Worthing Homes/The Sand Project - Volunteer (May 2024 - June 2024)

- Organizational IT Support
- Ticket management
- Hardware installation
- Troubleshooting with hardware issues

Saywell International/The Sand Project - Volunteer (September 2023 - Present)

- Finding and pricing stock for international shipment
- Collaborating with staff to ensure smooth operations
- Picking, labeling, and organizing stock

Device Advice Technician/The Sand Project - Volunteer (September 2023 - Present)

- Receiving and repairing technical items including phones, laptops, and tablets
- Pricing repair jobs
- Communicating with customers about repairs and services

Retail Assistant, Guildcare (June 2023 - Present)

- Managing stock control and display
- Serving customers on the shop floor and at tills
- Receiving deliveries and assisting drivers

ICT Technician/Assistant, River of Life (March 2018 - Present)

- Setting up PA systems and recording voice-overs
- Operating screens and coordinating multimedia presentations
- Maintaining and updating laptops
- Managing YouTube channel and website, uploading services and content

Education and Qualifications:

Brighton MET Northbrook (2019 - 2023)

- BTEC Level 3 Extended Diploma in ICT - D*DD
- BTEC Level 2 Double ICT - Distinction/Merit
- GCSE Maths - Grade 3
- GCSE English Language - Grade 4
- Level 1 Supported Internship - Employability Skills

Oakgrove College (2011 - 2018)

Hobbies and Interests:

Enthusiast in playing and programming games, and adept at resolving hardware and software issues. Skilled in upgrading computer components such as RAM, graphics cards, and storage drives. Enjoy social activities including exploring new places with friends, bike riding, and walking.

References available on request