

## Wayne Waite

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### PROFILE:

Adaptable, ambitious and highly motivated Business Computing Solutions graduate with proven customer service skills and an understanding of business systems, keen to take on the daily challenges and rewards of working within a fast paced IT environment again where existing skills can be fully utilised whilst allowing new ones to develop.

### SKILLS:

#### Technical Skills

- Microsoft Office ITQ Certified
- Microsoft Windows and OS X Second Line Technical Support
- Knowledge of HTML/CSS, WordPress, jQuery, PHP & MySQL

#### Interpersonal Skills

- Supervisory and Customer Service expertise
- Excellent Research and Analysis capability
- Flexible and Adaptable with excellent Teamwork ability
- Written and Oral Communication proficiency with engaging Presentation style

### EDUCATION AND QUALIFICATIONS:

2011 - 2015

#### Leeds Beckett University

- BSc (Hons) 1<sup>st</sup> Class - Business Computing Solutions with Internet Applications

2010 – 2011

#### Bradford College

- ITQ Level 2 Certificate Microsoft Office Suite

1985 - 1988

#### Grange Upper School, Bradford

- 8 GCSE (Grades A-C, inc. Maths & English)

### EMPLOYMENT:

2014 – 2014

#### IT Services, Bradford College

- IT Specialist  
Installation of IT infrastructure and telephony services in the new main campus building to ensure it was completed for the start of the new term. Second line support to diagnose and resolve issues that staff encountered with the new system.

1989 – 2010

#### Sutcliffe Bros. Ltd, Bradford

- Steel Fabricator Welder/Computer Technician  
Fabrication and installation of steel infrastructure. Supervising projects from concept to final product delivery. Customer contact via phone and in person, checking and logging deliveries.

### WORK EXPERIENCE:

2014 (12 weeks)

#### IT Services, Bradford College

- IT Specialist  
Second line IT support to diagnose and repair faults.

2013 - 2015

#### Student Union, Bradford College

- Course Representative  
First point of contact for students. Raising student issues with lecturers at course committee meetings and suggesting ideas and feedback for improvements. Writing reports and liaising with the Student Union to successfully resolve student disputes and issues.

### INTERESTS:

I enjoy using my computer to assist in hobbies that compromise video editing, web design, history and reading a variety of genres.

### REFEREES:

Available upon request.