Jonathan Ambrose

E-mail: jon@jonambrose.com   Full clean driving licence

PERSONAL PROFILE

I am an organised, reliable, punctual, enthusiastic and hardworking individual, who has a flexible approach towards work and a willingness to learn new skills. I am a conscientious worker and work well as part of a team, learning from other members and passing on what I know. I have a strong ability to write technical documentation and to communicate clearly and concisely technical issues to non-technical people. I have ambition to succeed, and I am relied upon to use my own initiative. I am able to work under pressure and can quickly adapt to changing environments and priorities, including communication at various levels.

EDUCATION & QUALIFICATIONS

2007 - present – BSc (Hons) Computer Systems Integration (CSI: Bristol).
        The University of the West of England, Bristol.

Modules included:

Year 1 - Passed:
- Computer Systems Architecture
- C Programming
- Digital Design and Implementation
- Digital Systems Development

Year 2 - Current:
- CPU Architecture and VHDL
- Embedded & Microprocessor Systems
- Operating Systems & Systems Administration
- Software Design with C++

2005 - 2007 'A' Levels - Computing, Business Studies, and also studied AS Maths, Biology and Law. St John's School and Community College, Marlborough,Wiltshire.

2000 - 2005 9 GCSE's including English, Mathematics, IT. Pewsey Vale School, Wiltshire.

IT SKILLS PROFILE – IT KNOWLEDGE & PROGRAMMING LANGUAGES

- Proficient in using, installing and configuring all Microsoft Windows operating systems, as well as configuring servers with Active Directory and Exchange.
- Microsoft Office Software
- Experience with Linux distributions including Debian and Gentoo
- User support for Unix and Mac Operating systems
- Code writing in languages: C, C++, ARM, PIC and Intel X86 Assembler, VHDL, HTML, CSS, PHP, Java Script, MYSQL, Visual Basic, MATLAB, Delphi
- Experience with EMACS, Microsoft Visual Studio and version control
- Developed a discipline of adding comments when writing code to make debugging at a later stage easier for myself and other people

BUSINESS SKILLS PROFILE - TEAMWORK, TIME MANAGEMENT, AND COMMUNICATION

A large proportion of the assignments undertaken at university are conducted in small groups. This is a useful exercise and has allowed me to develop skills in:
- Team working
- Time management: projects are often broken down into sections and each group member needs to complete a task, ensure handovers are successful, which leads to successful project completions.
- Communication: conveying ideas and making suggestions to the group.
- Listening skills: allowing other people to express their opinions.

LEADERSHIP
- I am currently a student representative, nominated by my peers. I attend meetings and raise pertinent issues; I also give feedback back to the students.
- I also sit on the Faculty Board meetings which allow students to discuss issues with board members.

PROBLEM SOLVING
- Problem solving is essential in a number of modules such as programming and hardware development.

- Dealing with customer complaints and difficulties it has led me to find solutions to problem resolutions in a calm and efficient manner.

ADDITIONAL SKILLS
- Languages – Basic understanding of French and German.

WORK EXPERIENCE

December 2000 – June 2005 – Network Supervisor. Pewsey Vale School.
- General administrative duties.

June 2004 – IT Desktop Support – Panasonic UK Ltd, Bracknell.
- Left with administrator passwords to log in and update client machines.
- Answering of calls regarding the network, and logged them into a database.
- Investigation and resolution of employees' computer issues.

EMPLOYMENT SUMMARY

September 2008 - Present –– IT Support Desk Assistant – University of the West of England, Bristol.
This role involves providing first-line IT support to staff and students, working on the IT Support Desk. It involves sale of consumable items, cash handling and control of stock levels.
Due to my knowledge and experience with telecoms and networking infrastructures, I was asked to assist the University server administrator to re-cable the data centre. This was conducted as an out of hours' operation, working late until the servers were restarted and full systems were restored to normal operation. I have also helped deploy a new Linux build based on Gentoo.

May 2008 – September 2008 – Software & Hardware Engineer – Future Link Software.
Chew Magna, Bristol.
I was initially employed during the summer as a telephone support technician to provide assistance to third parties using Futurelink's custom recruitment software. My skills with operating systems, networking and hardware were soon recognised and I was entrusted to follow up and resolve more complex problems. I was independently made a key holder, and maintained the support desk for one week.
My skills in problem solving, and determination to succeed, were realised in helping to resolve a long term problem the company had with licence control of their software. This involved several technical conversations with a database engine company based in Germany. During this period, I also built and commissioned a new small business server.

2006 – Ongoing – Telecoms Engineer – CATUK.
Contract work on various projects, this has included Installation of telephone systems and migrating systems from a local VOIP system, to a global interlinked VOIP telephone system. These contracts have included: Cadburys in the UK and Citrix in Switzerland.

October 2004 – Present – JamTechSystems.
Operating a web hosting company supplying companies with e-mail and websites. My customers include a financial advisor and a production company. I also have supplied IT support to companies.

October 2005 – September 2007 – Burbage Service Station. Burbage.

Weekend sales assistant, serving fuel.

September 2002 – April 2004 – Paper Boy.

Morning paper round 7 days a week, in addition to covering other rounds when people are on holiday.

ACTIVITIES AND INTERESTS

- Swimming, cycling
- Current affairs, business and markets, project management
- IT and technical developments with Hardware and Software

References

Available on request.