

Philip Wood

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Profile

A resourceful, flexible, innovative and polite individual with the ability to work independently or as part of a team - with enthusiasm and efficiency. Can adapt quickly to new situations and always keen to undertake any additional training needed and learn new skills. He is hardworking, reliable and has good problem solving skills as well as experience and excellent knowledge with computers and a wide variety of software packages.

Key Skills & Strengths

IT Skills:

- Excellent knowledge of the Adobe Suite & Microsoft Office
- Hardware & Software Installation
- Touch-Type at 75 words p/m
- Proficient 3D Modeler
- Learns new software naturally
- IT Troubleshooting

Key skills:

- Delegate to all levels
- Capable of working to deadlines
- Conscientious
- Highly Motivated
- Excellent Verbal & Communication Skills
- Outstanding organization

Employment History

City College Coventry

2015-Present

IT Service Desk Technician

- IT Support for 350+ Staff and 2,000+ Students. Team of 4.
- Configured and set up various web platforms to support the college: Student/Staff Intranet, Support Ticket software, Digital Signage, PHP Booking System
- Provided support on the various platforms; Moodle, ProPortal/Monitor, Unit-E, Windows Server 2012, VLEs,

Mercia Facilities Management Ltd

2014-2015

Business Support & Development

- Managed online marketing and company presence (AdWords, Facebook Advertising, etc)
- Head of Website Development both internal and external
- Provided IT Support for the company and clients
- Software and Skills required: Server 2012 R2, Exchange 2010+ Adobe Suite, Google AdWords, HTML, CSS, Joomla, Wordpress, Kayako, Microsoft Office

Philip Wood Media

2012-2013

Freelance

- Previous Freelance work now with a website and company name
- Creating Websites, with html, Adobe Dreamweaver or CMS packages (Joomla)
- Creating logos, wedding invites and flyers via Adobe Photoshop
- Setting up Facebook (with online shop) & Twitter accounts for commercial use

Battle365.com

2012-2012

Manager

- Online gaming platform, where players can go to earn money for playing games.
- Team leader; involved organising staff, training and rotas
- Part of the Web team – creating and managing games online, marketing and advertising
- General Admin work, payments managed via PayPal

Freelance IT Technician

2011-2012

Self Employed

- Troubleshooting hardware and software faults
- Hardware & Software installation
- Upgrading personal computers and laptops
- Network solutions

Allen Ford Coventry

2010-2011

Part-Time Cleaner

- Worked part time while in full time education studying my HND in Interactive Media
- Duties included cleaning and maintaining the environment
- Working with a partner and a schedule around existing Allen Ford Staff
- Required excellent time management skills

Daconi Coventry

2008-2010

Part-Time Administrator

- Worked part time at the weekends
- General Admin duties; photocopying, data entry, answering phones
- Providing advice over the phone and/or referring customers to colleagues
- Shadowing colleagues as they visited customers

Placement & Work experience:

Ballicom Coventry – Admin assistant, Organising invoices, preparing and dispatching orders, General Admin work – answering phones, responding to emails, etc.

Workfirst – Back to work training program, for people out of or looking for work – it refreshes them with the skills required to get back to work, from very simple tasks to more complex ones.

Jones & Bowen – Design company, was working in partner with an interior 3D Designer, making and designing interior & exterior buildings for clients, using 3DS Max – required good communication and time management skills, working to tight deadlines.

Education

City College Coventry

June 2012

- **BTEC Level 1 in Work Skills**

City College Coventry

July 2011

- **BTEC Higher National Diploma** in Interactive Media
(7xDistinctions, 6xMerits, 3xPasses)

City College Coventry

July 2008

- **BTEC National Diploma** in Media Games Development
(Merit-Pass-Pass)

Bishop Ullathorne Coventry

June 2006

- **GCSEs:** Business Studies (C), Double Award Science (C), English (C), German (C), Maths (B), Religious Studies (C)
- **GNVQ:** Online ICT (Merit)

Hobbies & Interests

During my spare time I enjoy reading books, jogging, fixing computers, listening to music and 3d modelling. Other interests include, Art, Computer Games, animation, learning new software and improving my work.

References are available on request.