

Conal R. Fawcett
Bristol, UK

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General Skills

- Customer service
- Effective communication
- Problem solving
- Task dedication
- Use of own initiative
- Keen to learn
- Adaptable

Qualifications

- Manual category B and CE | UK driving licence
- Advanced Networking (IT) BTEC 3
- PC Servicing and Network Maintenance NVQ 2
- Contact Centre Operations NVQ 2
- Cisco ITE Essentials
- OCR ICT
- Public Services BTEC

IT Skills

- Servicing computer hardware
- Network maintenance
- Web design
 - My portfolio site is c93.uk
- Remote support
 - LogMeIn, Splashtop, Remote Desktop Connection, Citrix
- Configuring Windows Server
 - 2003 to 2019
- Office 365
 - Office, Exchange Online, Azure AD, domains, billing, SharePoint, Teams, OneNote, Yammer, Security & Compliance
- Virtualisation
 - VMware, VirtualBox and Virtual PC
- Familiarity with
 - PowerShell, HTML, CSS, PHP, MySQL, hexadecimals, data forensics, ESET antivirus, AVG, iOS, novice iPhone hardware repairs, and soldering

Communication Skills

- Experienced in handling customer enquiries via telephone and email
- Finding a role to fit within a team
- Able to give and take instructions under pressure

Interests

Health/fitness, information technology, science, and vintage electronics.

About Me

I'm keen to learn and develop new skills by surmounting different challenges, which is currently a career in trucking.

Abridged* employment history

Field Service Engineer | Retail Response Ltd, Wetherby

January 2020 to July 2024

Driving over a thousand miles per week has helped to develop me as a driver. This is most notably in staying collected, knowledge of the highway code, perception of other road users' intentions, and improved reaction times.

Aside from long periods of courtesy vehicles that ranged from new cars to transit vans, my main work vehicle was a Peugeot Partner. The van driver is responsible for the vehicle and haulage.

My role as a field engineer was to troubleshoot, replace, or repair retail equipment at various sites, and also resolve software issues in order to bring equipment online.

The equipment included...

- Handheld terminals: Nordic RF651 (incl. Bluegiga Access Server, Monarch Paxar label printer), Zebra
- Onsite IT services: Networking projects, troubleshooting and fixes, desktops, PDQ machines, security cameras, tablets and tills (e.g., RP7 7800, Flytech, Toccare, BEETLE A1050 POS Terminal)
- Troubleshooting and repairs: Cable testing (serial, Ethernet, digital subscriber line, display), computer hardware, clocking in machines (such as from Kronos)
- Installations: Drilling, assembling, RJ45 patch ports

Most of the journeys were within a 150-mile radius of Bristol and from 8am to 5pm, although there were later days when more time was required, and there was occasionally overnight accommodation.

Software Customisation & System Engineer | Flowbird Smart City UK Ltd, Bristol

May 2019 to January 2020

- XML Schema: Altova, Notepad++
- Bespoke programming languages
- Customer service: Telephony, emails
- G Suite: Gmail, Groups, Sheets, Calendar, G Drive

This role involved programming software for parking machines. Most of the customers I would deal with are councils all around Great Britain. My role involved updating software remotely, helping to diagnose communication faults, and liaising between different departments to advise on what actions can be taken to troubleshoot issues outside of my facility.

XML schema is the language primarily used by the department, alongside some bespoke languages for the company.

Concierge Support Ambassador | Subfero Ltd, Bristol

February 2018 to June 2018

- Office 365: SharePoint Online, Exchange Online, Office applications, billing, Azure AD, Skype for Business, DNS management, Yammer, OneDrive, Security & Compliance
- Representing Microsoft as a tech support agent.
- Support Ticket management tool named Rave 2.0
- Other tools, including: PowerShell, ViewPoint, LogMeIn

IT Apprentice | Techmodal Ltd, Bristol

August 2017 to October 2017

- Windows Server 2012 R2
- IT Infrastructure
- Office 365
- Laptop hardware and software
- Patch porting
- Printer servicing
- SharePoint 2013
- SVN Repositories

Trainee Telephone Advisor | Direct Response, Bristol

September 2014 to September 2015

- Assisting with technical computer related matters
- Outsourcing responsibilities (e.g., telephony, emails and letters, representing many companies on a client's behalf)
- Voluntarily assisting the only IT technician and other colleagues with IT issues
- Setting up telephone systems alongside computers
- Disassembling phone and computer systems

None of the IT services were in the job description, but I offered to help as a way of refining those skills for a future career.

*For the complete list of work history, please visit my LinkedIn:
<https://linkedin.com/in/conalf/>