

CURRICULUM VITAE

JONATHAN HADDEN



Address: Bristol UK

E-Mail: webmaster@jonathanhadden.com

D.O.B: 28th August 1981
Full clean driving licence

OBJECTIVES

To obtain employment within the IT industry, ideally as a network administrator or engineer of a large network. To be recognised as an expert in this field.

TECHNICAL CAPABILITIES

Operating Systems Windows 95/98, OS/2, Windows NT, Windows 2000, MacOS
Software Packages Word, PowerPoint, Excel, Publisher, Outlook

EDUCATIONAL BACKGROUND

Present

MCP

70-219

Designing a Microsoft Windows 2000 Directory Services infrastructure.

2005

MCSA

70-218

Managing a Windows 2000 network environment.

2004

MCP

70-216

Implementing & administering a Microsoft Windows 2000 network infrastructure.

70-217

Implementing & administering a Microsoft Windows 2000 directory services infrastructure.

2003

MCP

70-210 Professional

70-215 Server

Installing, configuring & administering Windows 2000 Professional & Server.

Course including: Installing, managing, monitoring, configuring and troubleshooting servers, providing remote access, using appropriate network protocols in a network infrastructure.

2002

CompuTeach Diploma

Networking Principles

Course including: Designing an entire network and implementing the appropriate technologies.

CompuTeach International Limited

1997-1999

2 A Levels

Physics and Design Technology.
St Brendan's Sixth Form College

1992-1997

9 GCSE's

Including Maths, English

St Thomas Moore Secondary

EMPLOYMENT HISTORY

Organisation**Date****GEDSitec Ltd**

July 05-Present

IT Support Technician

- Supported the computer network of GEDSitec Ltd.
- Responsible for ensuring backups were completed for all offices.
- Administered company email system, using the Microsoft Exchange platform.
- Installation and support of new computer systems for end users.
- Administration and support of users computer systems using remote control software.

Clientlogic for BT Business Connect, Bristol

Dec 04-June 05

Customer Service Advisor (1st Line Support)

- Received incoming calls from BT Business Connect customers concerning technical issues with connection to the Internet and advised on how to resolve those issues.
- Received incoming calls from BT Business Connect customers concerning issues with Domain names and provided resolutions to those problems.
- Good communication and troubleshooting skills.

Clientlogic for AOL, Bristol

Oct 03-Dec 04

Customer Service Advisor (2nd Level Technician)

- Received incoming calls from America On-Line (AOL) customers concerning technical issues with AOL software and advised on how to resolve those issues.
- Provided 2nd level support for other members of staff if issues became too complex for them to solve.
- Advised AOL customers on security issues such as online protection, using firewalls, anti-virus software and searching for spyware and ad-ware.
- Good communication and troubleshooting skills.

Royal & SunAlliance, Bristol

Aug 00-Feb 02

Clerical Assistant

- Processed and attended premium collection, including the applying of cheques and Direct Debit mandates onto the computer system.
- Sorted and categorised post on a daily basis.
- Processed contract termination requests.
- Good communication skills.

ABC Contracting Services, Bristol

May 00-Aug 00

- Worked in the packing department of a company.
- Worked for a company responsible for labelling.
- Good communication skills.

References available on request.