

# Joshua White

## IT Professional Focused on Practical Solutions

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Since joining Allmakes 4x4 in 2022, I have developed broad experience across business IT, working with Active Directory, Microsoft 365, telephony systems, backup solutions, and automation projects.

Solving problems and improving processes are aspects of IT that I particularly enjoy. As part of the team responsible for the company's relocation to new premises, I helped deliver the IT migration and ensure staff were operational from day one.

Supporting users with a wide range of technical abilities has strengthened my communication skills and customer-focused approach to IT.

Outside of my day-to-day role, I continue to develop my skills through training, certifications, and personal projects.

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**Driver's License:** Cars

**Eligible to work in the UK:** Yes

**Highest Level of Education:** A-Level or equivalent

**Industry:** IT Operations & Helpdesk, Technology

## Work Experience

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### End-user support technician

Allmakes-Oxford, Oxfordshire

August 2022 to Present

### Work experience in IT Support

The Oxford Martin School (University of Oxford)-Oxford, Oxfordshire

March 2020 to March 2020

During my placement, I gained experience solving IT problems for postgraduate students, rewiring an office, positioning computer terminals, and helping to reconfigure a network switch.

## Education

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### **A-Level or equivalent in Level Three BTEC Extended Diploma in Digital Technology**

Abingdon and Witney College - Abingdon, Oxfordshire

September 2020 to Present

### **GCSE's in Maths, English, Science, Geography and Food Preparation and Nutrition**

2013 to 2018

### **GCSE or equivalent in BTEC level 2 in Digital Technology**

Abingdon and Witney College - Abingdon, Oxfordshire

September 2019 to July 2020

### **An intermediate level in cybersecurity for business**

Online code Academy - Online

March 2024 to Present

### **Beginner level in Fundamental of Cyber Security**

Online Code Academy - Online

August 2024 to Present

### **Beginner level in SQL Course**

Online code Academy - Online course

March 2024 to Present

## Skills

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- Communication
- Work well on my own or with a team
- Windows server
- Active directory
- Microsoft exchange
- Microsoft 365

- Linux
- macOS
- 3CX phone system
- Technical support
- Troubleshooting
- Process improvement
- Automation and scripting
- Backup solutions

#### Additional Information

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Friendly and approachable with strong interpersonal skills and experience supporting users across a range of technical abilities. Enjoy working collaboratively as part of a team, while also being comfortable taking ownership of tasks and using my own initiative. Reliable, organised, and committed to providing a high standard of service and support.