

## **Christopher Beech**

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**Profile:** I am currently in my final year of studying Computer Science at Bangor University. I am highly organised, ambitious and consider myself as a motivated individual, driven by challenge who can work as part of a team or alone.

### **Qualification description:**

Intermediate Level Apprenticeship in IT, Software, Web & Telecoms Professionals.

Computer Science (BSc) Bangor University 2019 - present.

### **Employment History:**

Stopford Information Systems, February 2014 – 2018, Helpdesk & Software Support

I started working at Stopford as an apprentice member of the Software Support Helpdesk. Upon completion of my apprenticeship, I was offered a full time role where I continued to develop my IT skills.

As a member of the helpdesk, I worked with my colleague in a team, working together to ensure all issues were acknowledged, logged and resolved. Whilst adhering to the company's service level agreement throughout.

Working as part of a small team has taught me the importance of communication and building a good working relationship within a team, along with how to manage multiple tasks in a high pressure environment whilst working towards multiple deadlines. A large aspect of my job role involved investigating, understanding issues with software, then replicating issues on an internal testing environment to work towards a solution. Any issues which could not be resolved were passed on to the development team.

Once development work was completed, I was responsible for internally testing fixes and approving the software before releasing it to the client. Upon approval, I would liaise with clients and eventually implement the fixes onto their system via remote access. I am also responsible for internally testing new features and projects, working

closely with the development team to make sure there are no functional/styling issues before releasing to the client.

Another part of the helpdesk support role is teaching users how to use the software over the phone. This year I have progressed to taking on-site training sessions to users across the country in cities such London and Sheffield.

I have been fortunate to have access to a wide variety of software used for both support and development, including:

- SQL Management Studio 2005 – 2014 - Testing upgrade scripts, creating basic queries, data migrations.
- Windows Server - Maintaining servers hosted internally and externally
- Visual Studio 2005 – Testing software, text changes.
- Internet Information Services 7 & 8 – Installing/managing .NET applications
- Microsoft Office – Daily use of Word, Outlook and Excel.
- Remote access – VPN, Civica and Citrix.

In my spare time I enjoy going to the gym, watching football and going out with my friends. I also enjoy travelling to different cities around the world.

I am looking for a new challenging opportunity to progress my career further and expand my knowledge of IT.

### **References:**

Emma McCloskey  
Stopford Information Systems  
Stream Mill Street  
Chester  
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