Oliver Walker

Location: Morley, Leeds

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Personal Profile:

Confident and highly motivated Tech Support Engineer, with a willingness to learn and progress. Highly experienced with working as a team as demonstrated in previous roles as a Tech Support Engineer and at university where throughout I showed the ability to adapt to working in different teams to complete group modules. Experience using various programming languages such as C++ and Java, as well as Game Engines like Unreal Engine and Unity. I also am familiar with various coding IDEs such as Visual Studio and Intellij. Small amount of experience in mentoring children with learning difficulties who participated in work experience programs. Excel in efficient communication and in-depth problem-solving skills during my previous roles. During my time as a Tech Support Engineer, I have been exposed to various ITSM tools such as Jira, working efficiently to manage my time and workload.

Education:

2020 – 2024 - **University of Huddersfield - BSc (Hons) Computer Science with Games Programming**
Final Grade: 1:1 (First)

First Year

Computer Science and Mathematics – A
Computer Organisation and Architecture – A
Computer Network and Fundamentals – B
Game Engine Architecture – C

Second Year

Real Time Graphics – A
Object Oriented Systems Development – A
Team Project (Games) – B

Third Year

Advanced Games Development – A Final
Year Project (Games) – A Team Project
(Games) – B

2018 – 2020 - **Leeds City College – BTEC Games Programming**
Overall Final Grade: 1 Distinction and 2 Merits.

2012 – 2017 – **Woodkirk Academy – General Studies (GCSEs)**

Mathematics – 7   ICT - B
English Literature – 4   BTEC Art – 2 Merits
English Language – 5   Religious Studies – C
Biology - B   German - B
Chemistry – C   History – B
Physics – C

Other Qualifications:

AZ-900 – Gained in 2025 (Certificate can be provided).

Relevant Experience:

June 2024 – Current – **Associate Tech Support Engineer – Flutter UK&I**

• Providing technical support through various methods such as walk-ups, live-chats, videoconferencing and remote support tools.
• Logging and management of support tickets through ITSM tools such as Jira
• Prepare and wipe hardware across Microsoft and Apple Operating Systems
• Assisting with small to medium-sized IT projects as directed by senior colleagues
• Working with senior colleagues to resolve more advanced user requests and incidents as needed
• Undertaking User Access Administration tasks including new user account creation, mailbox creation, distribution list management, access request management etc.
• Continually learning and developing with guidance from more senior colleagues and management
• Maintaining a record of all end user devices issued by or returned to the IT team on the IT Asset Register
• Stock taking to ensure a suitable number of peripherals and hardware is available
• Management and support of SCCM and Intune Build Hardware
• Supported 10,000+ users.

September 2022 – May 2024 - **IT Support Assistant - Barnsley Hospital NHS Foundation Trust**

• Supporting end users to diagnose hardware and software issues both remotely and inhouse.
• Training and mentoring new colleagues by training them to use hardware and operating systems they may have not come across before.
• Working as part of a team to diagnose and resolve issues by offering my support when a colleague encounters and issue that I am experienced in.
• Setting up and repairing hardware and end user accounts ensuring that they have the correct levels of permissions and software available to them.
• Setting up new RDP Connections for access from other hospital sites – using static IP addresses.
• Uses as various operating systems such as Windows, Linux and iOS.
• Logging jobs and assigning them to the correct technicians to resolve issues in person.
• Collaborating with other departments to resolve and improve trust wide issues.
• Supported 3,000+ Users.

Other Experience:

July 2017 - **QA Games Tester (Work Experience Week) – Team 17 - Wakefield**
October 2018 – March 2024 – **Twilight Replenish – ASDA Leeds Home Shopping – Morley, Leeds**
November 2015 – November 2018 – **Shop Volunteer – Scope – Morley, Leeds**

Skills:

• Various programming languages such as C++ and Java
• Help Desk Call Logging using ITSM tools and Help Desk Management
• Hardware Repairs on PCs, Laptops and Printers
• Teamwork and Independent work
• Knowledge of network fundamentals such as static IPs
• Willingness to learn and time management
• Office 365
• Jamf and Azure Management

References Available on Request: