

Caleb Whorton

This is a copy from my website. For privacy reasons no address or contact number is visible.

Introduction

My name is Caleb I am 20 Years old based Somerset (UK). I am a hard, commitment, motivated and loyal worker who loves learning and improving my skills. I currently have a background as working in IT support both in the education industry and at an MSP.

Key Skills

Technical Skills

- Active Directory & AzureAD
- Exchange 365 & On-Premises
- Google Business Email Administration
- Group Policy & endpoint/intune
- Windows Server Administration
- Basic Linux Administrator
- Windows 7-11 Administration, IOS, Andriod & MacOS Support
- Network cable patching & basic firewall knowledge (pfsense, Sophos, sonicwall)
- SCCM (Deploying Apps, Removing PCs, remote support)
- 3CX and Xoomtalk knowledge
- Zendesk & Spicework Helpdesk
- Moderate HTML & CSS Knowledge

Personal Skills

- Teamwork Skills
- Working Independently
- Willingness to Learn
- Driven and determined.
- Communication
- Problem Solving Skills
- Reliability
- Punctual
- Supportive

Employment History

Gather Technology

Technical Support Representative

November 2022 – November 2023

Gather Technology is an MSP based in Yeovil, Somerset. In my role, I provided crucial IT support for multiple companies and their users and managed diverse infrastructure using Azure, Office 365, Intune, active directory, exchange and multiple brands of firewalls and VOIP systems.

My job required me to occasionally go to London to visit clients to perform onsite work such as desk moves, cable patching and equipment setup.

My time at gather not only showcased my existing skills but also allowed me to continually develop and improve, making impactful contributions to the team.

Strode College

IT Apprentice

February 2022 - November 2022

Strode College is based in Street, Somerset. In this role, I provided IT Support to students and staff of varying age groups.

Responsibilities included hardware setup, PC repairs, utilizing SCCM, User Setup/Deletion, Asset Tracking, cable patching and configuring phones with 3CX.

I gained a diverse range of technical skills and improved existing ones. I also learned essential skills like safeguarding and adapting my support approach for individuals with lower technical knowledge.

The team recognized and appreciated my self-learned skills, allowing me to shine within the team.

McDonald's – Crew Member – June 2019 – August 2022

McDonald's was my first job after school where I gained invaluable life skills. The environment at McDonald's is very fast paced requiring effective communication within the team to delivery excellent customer service. My role required adaptability requiring me to work independently or in different areas at short notice.

Throughout my time at McDonald's, I gained full experience in both kitchen and customer-focused areas. Later in my employment, I transitioned to a delivery and maintenance role, ensuring the restaurant is cleanliness is maintained, jet washing the car park and performing tasks like changing oil in the fryers.

Work Experience – C & J Clarks 2017 & 2018

On two occasions I did work experience at Clarks in their IT department to understand how ICT is utilised by the business and give me an insight of working in the workplace. This included working with their helpdesk team, infrastructure team and marketing team and a visit to the warehouse to learn how the automation works

Certifications

Microsoft Azure Fundamentals (AZ-900)

Microsoft Azure Network Engineer Associate (AZ-700)

Microsoft Azure Virtual Desktop Speciality (AZ-140)

Education

Crispin School

September 2014 – June 2019

GCSE Results:

English – 3

Maths – 3

Graphics – 3

Science – 3 & 2

Geography – 3

ICT – C

Photography -5

Hobbies and Interest

My hobbies and interests revolve around technology, where I stay updated on the latest hardware and software trends. I have a passion for travel and enjoy seeing different cultures, I have been to quite a few places in Europe and America. During my free time, I enjoy listening to music, going for walks, and spending quality moments with family, friends and my Dog.

I am committed to continuous learning and am currently focusing on learning web development. At home, I maintain two servers running multiple VMs (Windows & Linux) on Proxmox HV, including a dedicated firewall. This setup allows me to enhance my skills and stay well-updated with any changes.