Curriculum Vitae

Personal details

Name: Tyler James Kay

Location: Northampton, Northamptonshire. NN3 8LS

Email: jobs@tyler-kay.co.uk

New CV format available.

I have recently built and deployed a personal website to host an interactive version of my CV. The website hosts more detail about my work experience, projects I've worked on, my skills and where possible, photos of personal / work projects. Some aspects of my CV have been moved to this website to make my CV shorter.

To view this version, please visit https://tyler-kay.co.uk.

Personal statement

I have great time keeping skills and like to set myself tasks and complete them within certain amount of time. I am confident, hardworking and very flexible. I am very conscious of completing tasks on time and meeting deadlines. When I am given a task, no matter what it is, I will work to the best of my ability until I have completed the task.

I understand there is a gap in my work history. I had to take some time away to deal with some personal circumstances that needed my full time and attention and so thought it best to take some time away from working while I dealt with this. This situation is now fully resolved and I'm ready to work again. I'd be happy to go into this further if required during any job screening / interviews.

Work Experience and Personal Achievements

- Aimtech IT – IT Team Leader (February 2024 to June 2024). At Aimtech, I joined as a Level 2 Support engineer and was quickly promoted to Team Leader to fill a gap within the company. My responsibilities include co-ordinating projects, communicating with SLT regarding issues, projects and day to day running, creating automations, policies, and procedures, and generally managing my staff team, including an apprentice. I was also required to undertake site visits and was included in meetings with clients to reassess their IT needs.

- Shoosmiths – IT Operations Analyst (3rd line support) (October 2022 – July 2023). I worked at Shoosmiths as part of a 3rd line support team, working as an escalation from the service desk and other teams. We worked alongside other teams such as projects, infrastructure, networks and security, etc. I took part in larger projects

such as new laptop deployments and deploying Windows 11. I also handled what we called P1 and P2 Major incidents (Priority 1 etc) such as internet outages, where I was responsible for communicating to the business and between other teams, passing key information, keeping management up to date, etc. I was also exposed to new systems such as SCCM. I also deployed my own custom-built application, called Ops Utils, which was a c# application, to streamline our most common BAU tasks such as creating shared mailboxes and working leaver processes. This was described by the 2nd most senior IT Manager in the company as "The best work I've ever seen from someone in your role". References are available from Shoosmiths, and I left on mutual, positive grounds.

- Infinite Computing LTD – I ran my own company from June 2020 to July 2022, before closing the company. Infinite Computing was an IT / Computer retailer like Maplins. The business was very successful with over 4 million pounds in turnover and multiple brand relations with brands like EVGA, NZXT, Gigabyte, Corsair and more. Unfortunately, I didn't see a viable future for me and the company, and with personal circumstances at the time I took the difficult decision to close. However, running the company gave me vital skills in dealing with customers, suppliers, other companies and more. I had over 10 members of staff so I'd also say I'm very good at working as part of a team and managing my own team.

- Celestra – IT Configuration Technician (October 2019 – January 2020). At Celestra, I built, configured and refurbished equipment ranging from Tablets, Wi-Fi routers, Mini PC's, Laptops, Desktop Computers, POS Tills, Printers, Chip and Pin devices and TV's for the likes of McDonalds, KFC, Costa, Whitbread (Beefeater, Brewers Fayre etc), Wetherspoons and more. My job consisted of anything from setting up new devices and enrolling them, to troubleshooting / tesing items sent back to then either be added to our inventory or sent back to manufacturer. This was in a warehouse environment, so I was exposed to know / abide by things like Health and Safety, chain of possession, inventory systems and more.

- NewGen IT Services – Technical Support Engineer (July 2019 – October 2019). At NewGen I worked as 2nd line tech support to customers on the service desk, assisting an apprentice and managing the work of the desk. I co-ordinated with directors and managers in the sales team and was always confident I could manage this well.

Other Experience

- At the age of 13, I built my own gaming PC, using knowledge gained from the internet and previous knowledge of upgrading computers. This then led to, at the age of 15, building servers using OS's such as Windows Server 2012, using software such as WSUS, Group policy and Windows deployment services. I then tested a windows deployment in a test environment, booting via PXE and successfully installing Windows 7 using unattended setup files.

- I also took part in police cadets, in which I have been working with different areas of the police force. With this I gained First aid training and UDT (Unarmed Defence Training). I also studied Equality and diversity.
- In year 12, I setup a server and client environment in a test lab, using network switches and spare computers. The server ran Windows Server 2012 and the 3 clients ran Windows 7 Pro and Windows 8 Pro. I deployed the client operating systems using Windows Deployment Services and PXE Boot. I then used unattended setup files, group policy etc to join the clients to the domain, setup network shares and deploy software like Microsoft Office.
- The college I went to operated an internal work experience program based on the course I was doing. I took part in a 10-week, 2 hour a week work experience course, building and repairing computers and the software installed on them.

Education

- Secondary School – Potterspury Lodge
- Secondary School – Ontrack Education
- College – Northampton College Booth Lane

Qualifications

- Maths: C
- English: C
- Maths Statistics: C
- Science: D
- OCR Level 1 I.T User Skills Extended
- Functional Skills IT Level 2 – Pass (97% mark)
- BTEC Level 2 Cooking – Pass
- BTEC Level 1 Engineering - Pass
- PSD Level 1
- Motor Mechanics Level 1
- BTEC Level 3 Extended Diploma: IT Systems and Network support – (Tripple) Distinction*

Personal Interests

When I have free time, I enjoy spending time with friends and family, working on my computer, playing video games and finding new hobbies. I am always trying new things, such as airsofting, building Servers, running gaming communities and making/editing videos. I also have a driving license and like to take long drives on my own or with my family. I enjoy taking my kids to the park or other day time activities.