

Curriculum Vitae

Jack Barnacle

Email Address: jacklewisbarnacle@gmail.com

City: Leicester
Postcode: LE4

Phone Number: 07932642547
LinkedIn Profile:
<https://www.linkedin.com/in/jackbarnacle-a10a9714>

Personal Statement

I am a BSc Computing graduate who works well in a team and can contribute ideas to my peers. I have 8 years of experience building PCs, upgrading components, coding in HTML, C#, CSS, SQL, and using software like Visual Studio. I have also used both the .NET and ASP.NET frameworks during my time in further education.

I am a confident individual who has a great understanding of computer components and can understand how to build a PC to meet a customer's specification, provide any technical knowledge to my peers and to aid in providing the best possible customer service.

Core Skills

- **HTML** – I have experience with using HTML to build websites.
- **C#** - Have used C# during my time at college to build applications.
- **Visual Studio** – I have used this during my time at college/university to develop software for my coursework. I have used it to program in C#, C++ and HTML.
- **Imaged PCs** - Imaged 100+ PCs and laptops to Windows 11 on two domains (staff and student).
- **Virtual Machines** – I have experience with virtual machines (Azure Lab Services) to access Windows 10 and install software and perform updates.
- **WordPress** – I can build websites using this software. This is the main platform I use when I develop websites.
- **Elementor** – This is a tool that I use when I build websites. I have used it as an add-on for WordPress as it makes it easier to see how the website can function.
- **Organisation** – I am a very organised individual, who has a track record of completing work before or on a deadline.
- **Customer service** – Can provide excellent customer service and have assisted clients with a variety of issues.
- **PC Building** – I can identify cables, connectors and components and can explain their functions. I can also fix issues if a PC cannot boot for example.
- **Office 365** – Office 365 is a tool that I have a lot of experience in. I have used it to create documents, slideshows and use excel in my personal life to keep track of activities.
- **SharePoint** – I have experience with SharePoint as I have used it for document management and collaboration.

Work History

The Loughborough College Group - IT Technician Agency Contract - August to October 2025

- Provided IT Support to students and staff based at the Brooksby College campus.
- Loughborough College merged with Brooksby and Stephenson College at the start of August and I was hired on a temporary basis to provide extra support for the IT team members that work for Brooksby.
- I have imaged over 100+ PCs and staff laptops. These devices needed to be imaged to a new domain provided by Loughborough College.
- This role required me to communicate with staff and students and solve any IT issues they may encounter.
- I have also been responsible for upgrading classrooms with new IT equipment such as monitors and desktop PCs. I have set up multiple classrooms and libraries with PCs and set up the cabling and made sure they were all imaged to the correct domain and connected to the network.
- I have handed over new laptops to staff members and went through how to set up Microsoft Teams, OneDrive and Outlook. I made sure that their files synced from their old Microsoft account to their new one with no issues.

Apption Labs – Customer Support Agent – October 2023

- Used Zendesk and Text Expander to respond to customer queries/concerns and to provide templates.
- Used the ticket system on Zendesk to allocate tickets to my queue.
- Used Slack to stay connected with team members and to state how many tickets were in my queue using the appropriate channels.
- Trained on RMAs, customer returns/warranty policies, the range of products on the website and common customer complaints.

Website Development Internship with The Bridge (East Midlands) - August to September 2023

- This internship involved developing a new website.
- Over the course of 6 weeks, I was responsible for producing designs, communicating with members of staff, and making sure that each department sent me the correct information for me to enter the site.
- I used WordPress to develop the website and Canva to design each

webpage.

Website Development Internship with Aveea - February to March 2023

- Updated a website for a company called Aveea.
 - I was given a set of tasks to complete over the course of 6 weeks. The tasks involved updating a set of web pages, so they truly represent the brand's identity.
- I used WordPress and Elementor to create the website. This was the software the company already used, so it was the best choice when it came to updating their existing

website.

- I also negotiated with the founder of the company on a daily, sometimes weekly basis on Slack and I contacted them via email to see what could be changed to the website and what could be added in future if I had more time.

Education and Training

- **City & Guilds** – Level 2 Diploma in ICT Systems Support – August to October 2024 - **Certified**
- **BSc Computing (Hons)** – October 2019 to May 2022 – **Grade: 2:1**
Year 3 Modules – Research Methods, Database Management and Programming, ICT4D, Systems Building: Methods, Systems Building: Management, Final Year Project, Computer Ethics and Privacy.
- **HND Computing (2 Years)** – October 2019 to May 2021 - **Grade: Merit**
Year 2 Modules – ISDE, Business Intelligence, Multimedia Development, Project Management & Development, Advanced Programming, Introduction to Research.
Year 1 Modules - The Global Web, Devices and Networks, Database Management, Visual Web Development, Information Systems Development.
- **BTEC Level 3 Extended Diploma in Games Development**
(September 2018 – June 2019) (Full Time) - **Triple Grade Distinction Distinction Distinction**
- **GCSE Mathematics** - January 2019 – **Grade 4**
- **BTEC Level 3 90-credit Diploma in Games Development** (September 2017 –June 2018) (Full Time) - **Double Grade Distinction*Distinction**
- **BTEC Level 2 Information and Creative Technology** (September 2016 – June 2017) (Full Time). - **Double Grade Merit Merit**
- **8 GCSEs** graded B – D including English Language (C) and English Literature (B).
(September 2011 – June 2016) **ECDL course** - March/April 2016 – **Distinction**

References

References are available on request.