

# Luke Harper

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I am an IT professional, willing to work to the best of my ability in any job I undertake. I am confident and strive to produce excellent results. I am reliable, consistent in my high level of performance and always will deliver in any area I am working finding results that not only meet but exceed the expectations placed upon me.

## Work Experience

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### Workplace / Skills Learned

### Date

NHS South East London Cluster

2011/Present

Worked on several IT projects including a migration of e-mail services from Groupwise to Outlook. I have worked with Novell systems converting local users to dynamic roaming users, I also have worked with Citrix remote access gateways, configuring and setting up VPN access to several different applications. I worked on testing and creating images using VMware. I Performed helpdesk support using SupportWorks software. Configured Cisco IPT. Dealt with hundreds of different users with various problems. Experience across Linux, Unix and Windows platforms. I later joined the server and security team where I began troubleshooting more complicated issues which I go into more detail in on my skills page.

Zenos IT Academy Croydon

2011/Feb-July

I recently studied at Zenos in Croydon gaining vendor qualifications and gaining a Level 3 Advanced Apprenticeship for I.T. & Telecoms Professionals. I achieved 100% attendance and punctuality, arriving an hour early each day.

Solitaire Trading

2010

I attained various IT Skills from building and repairing PCs to greeting customers and helping diagnose their problems, I also built and prepared custom PCs and CAT5 UTP cables for sale.

## Education

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### School:

Harris Academy Crystal Palace

2004-2011

I attended Harris Academy Crystal Palace for six years with five in secondary education and one year in the sixth form showing strong attendance and punctuality throughout.

### CompTIA

A+ Qualification (2011)

Network+ Qualification

### Result

Achieved

Pending



### Microsoft Certified IT Professional (MCITP)

70-680 Windows 7 Configuration

70-685 Enterprise Desktop Support Technician

### Result

Pending

Pending

### Microsoft Technology Associate (MTA)

98-349: Windows® Operating System Fundamentals  
98-366: Networking Fundamentals

### Result

Achieved  
Achieved

### City and Guilds - Level 3 Diploma

ICT Professional Competence  
ICT Systems and Principles

### Result

Achieved  
Achieved



### A Levels

AS Media Studies  
AS Politics

### Result

C  
D

### GCSE (Full Courses)

Mathematics  
English (Double Award)  
12 Other GCSEs

### Grade

B  
BC  
A-C

## Key Skills

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- Reliable and on time
- Easily approachable & friendly
- Experience with Microsoft Exchange + Other E-mail server applications
- Can work well alone, managing myself as well as with teams
- High knowledge of I.T. (Active Directory + Server 2012 R2)
- Ability to use large amount of programs Office Suite, Adobe Creative Suite etc.
- Can diagnose many IT problems both hardware and software related
- Consistent in my level of work

More available online: [www.lukeharper.co.uk/skills](http://www.lukeharper.co.uk/skills)

## Interests

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I enjoy many things such as watching films, listening to music, socialising with friends and playing video games. I take a large interest in computing since I've been interested in it from as long as I can remember and I always keep myself up to date with news from the industry and am constantly interested in what happens in terms of emerging technology, I believe information technology is the future and will only continue to expand in terms of importance and significance to our society.

## References

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References are available on request.