

Andrew Waterhouse
30 Peter Street, Northwich, CW9 5NB
07593435350
andrew@andrewwaterhouse.com
www.andrewwaterhouse.com

Current Situation

I'm a Second Line IT Engineer, recently made redundant by Adept4. I support a wealth of technologies including a management of Windows Servers, backups and networking tools. I have a wealth of self-taught web development experience and C# programming too. I graduated from university with first-class honours in Computer Science, feel free to see online portfolio at www.andrewwaterhouse.com.

Professional Experience

Adept4 – Second Line Support Engineer | May 2018 to Present - Redundancy

- Managed virtual and physical machines for a number of clients. Technologies supported include Hyper V, Azure, vSphere and physical servers. Managed domain controllers, terminal servers, file servers, printer servers for a wealth of customers.
- Regularly maintained backups for clients and resolved any issues that would come through in our reports. Backup programs I used include Veeam, Azure Site Replication, Altaro and Kiwi Tools.
- Tickets managed in Autotask, passed up through first line after their investigations made. Issues have a wide variety, examples being Exchange, 365, disk management, VPN and telephony.

SABS Travel Technologies – Corporate Support Engineer | Temp Jan 2018 to May 2018

- Used SQL to resolve issues with travel bookings and glitches in our corporate system
- Support well over a million clients in a small team of three

Travel Counsellors – IT Support Analyst | Jun 2016 to December 2017 – Personal reasons

- Support to 2000 users, resolving around 35 issues per day. Support provided over telephone, email and face to face. Tickets would be managed in Zendesk.
- Supporting Windows 7 to 10, Mac and Microsoft Office 2006 to 365. Also supported VPN and industry specialised software like Galileo
- Part of a team of six, creating and managing users in Active Directory, Exchange and Azure, including building machines.
- Investigating and troubleshooting issues, using Zendesk ticketing to aid collaboration
- Administered licenses for Zendesk, 365 and Adobe applications. Maintained 3rd party relationships with providers.
- Created tcservicestatus.com to provide a company-wide alerts for outages, thus reducing ticket volume and inbound phone calls by 60% during these periods

Dame Alice Owens School – IT Technician | May 2014 to Jun 2016 – Relocated to Manchester

- 2nd line support for 1500 staff and pupils. MS Office 2010, Active Directory, Adobe and subject specific software. Supported hardware like projectors + printers.
- Resolving incidents within Spiceworks, providing updates to staff who raised tickets
- Ran a Minecraft Club with students every lunchtime
- Created documentation on intricate details of the job, like setting up users
- Revolutionised their intranet, redesigned from ground up. Now supports mobile and tablets. Much more pleasant on eyes and modern, as seen on my portfolio website.

Drive Software Solutions – Technical Analyst | Placement Aug 2012 to Aug 2013

- Worked closely with developers and testers of a software house to ensure corporate customers received custom code within their SLA's
- Performed technical tasks like Test Prep to Patch Building for Oracle Databases

Walt Disney Company – Disney Interactive | Internship July 2012

- Two weeks work experience, providing unique insight in to video games industry
- Worked upon Club Penguin affiliate material and made SWOT analysis of their flash based games

Sainsbury's – Sales Assistant | 2010-2012

- Responsible for stock checks, replenishment, stock keeping and reductions.
- Customer service skills soared, frequently dealing with customers

Education

University of Hertfordshire 2010-2014

First Class Honours in Computer Science (Artificial Intelligence)

Dissertation Details: Artificially Intelligent Pac-Man (74%, First Class)

I iteratively programmed Pac-Man to be automated as it attempted to complete the retro game by itself. It yielded interesting results, the report and program can be found on my portfolio.

Additional Education

Chancellors Sixth Form A Levels 2008 -2010

Business Studies – A

ICT – B

Geography – B

BTEC National Award

Media Studies – Merit

AS Level

General Studies – C

Chancellors School GCSE's

Maths, English and Science all B grade.

10 other GCSE's all C grade.

Interests and Hobbies

There's No Place Like Summer Camp Book

I'm currently in the process of publishing my own book. It's a feel-good travel memoir, due for release in 2019 which will detail what it's like volunteering behind the closed doors of summer camp.

That's Your Best Bet

In my spare time, I like to run a casino website, That's Your Best Bet. It has been a project of mine for the last seven years that provides promotional offers for budding gamblers. Utilising affiliate links, the site is going from strength to strength as I seek to embrace my entrepreneurial spirit.

Volunteering with Camp America

In 2014 and 2015, I've volunteered at a summer camp through the Camp America program. Taking that step out of my comfort zone, volunteering in a foreign country with 8-15 year olds.

YouTube – CraftedGenius

I enjoy gaming so made it in to a hobby of mine, to record and upload gameplay commentaries. With 1,000,000 views and 6,000 subscribers to date, it's a hobby I hope to pick up again soon.

Technologies

I have created numerous websites and would rate my experience highly in the following technologies: HTML, CSS, Javascript and Wordpress. I'm on an online course studying these languages to further push my development skills and can be found on my portfolio website.

The programming languages I have used in my time at university are: Java, Flash, PHP and SQL.

Projects I have made in Java include a server and text based games. In Flash, I've made a side scrolling shooter game, available to play on my portfolio.

I'm a keen gamer, so have loved to learn C# through YouTube tutorials while I have been making games in Unity. So far, I have made a cube runner game and a tower defence one, also available to play on my portfolio website.

On the support side, I've got years of experience with a variety of technologies. Support positions are varied but skills include (not limited to) Windows 7-10, Mac, Active Directory, Exchange and VPN. I have also picked up virtual machine technologies like vSphere/HyperV and frequently manage backups with programs such as Veeam.

Websites I've made

That's Your Best Bet: A casino affiliate website which tracks outbound clicks to the biggest bookmakers in the UK. www.thatsyourbestbet.com

Dame Alice Owens Intranet: Revamped internal website for one of the top performing schools in the country. www.intranet.damealiceowens.com with screenshots available on portfolio website

TC Service Status: A website I made for Travel Counsellors which helps alleviate call volume during major outages. Includes analytics, users and twitter feed www.tcservicestatus.com

Andrew Waterhouse portfolio: Hosts multiple games I have created in a variety of programming languages, projects I have worked on as well as web development work www.andrewwaterhouse.com

References

Barry Cunningham, 2nd Line Manager, Adept4 | 0800 252 4444, barry.cunningham@adept4.co.uk

Greg Spanner, IT Manager, Travel Counsellors | 0161 464 5223, greg.spanner@travelcounsellors.com