

Jake Muirhead

Web Developer | IT Support Specialist | Customer-Focused Technologist

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Professional Profile

A dedicated and results-driven professional with comprehensive experience in IT support, web development, and customer service. Skilled in troubleshooting technical issues, delivering exceptional client service, and creating user-friendly software solutions. Currently pursuing a Level 3 Qualification in Software Development to enhance programming and technical expertise. Passionate about utilizing technology to solve real-world problems and create engaging digital experiences.

Core Competencies

- Technical Expertise: Remote troubleshooting, hardware/software support, server configuration
- Web Development: HTML5, CSS3, JavaScript (ES6+)
- Problem Solving: Analytical approach to identifying and resolving technical challenges
- Time Management: Strong multitasking and organizational abilities
- Adaptability: Quick learner of new technologies and tools

Education & Certifications

- Level 3 Qualification in Software Development (2024-2025, In Progress)
- Responsive Web Design Certification - freeCodeCamp
- JavaScript Algorithms & Data Structures - freeCodeCamp
- IT Support & Troubleshooting Fundamentals

Professional Experience

- Apprentice Computer Technician (Cutec | 2020-2021)

- * Provided IT support remotely, troubleshooting hardware/software issues.
 - * Used remote access tools to diagnose and resolve problems efficiently.
 - * Maintained detailed documentation for troubleshooting.
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- Support Worker (Potens & Brandon Trust | 2022-2024)
 - * Provided tailored support to individuals ensuring high standards of care.
 - * Developed technical training programs for basic digital literacy.
 - Volunteer Festival Welfare Assistant (Festival Welfare Services | June 2022)
 - * Assisted festival-goers with issues and monitored individual welfare.
 - Skate Coach (Prime Skatepark | 2018-2020)
 - * Led and mentored up to 30 students, focusing on safety and teamwork.

Projects

- Davie's Burgers - Custom Burger Builder
 - * Interactive burger customization form with responsive UI.
- Dasmoto's Arts & Crafts - E-Commerce Storefront
 - * Structured web page showcasing various art supplies.
- HTML & CSS Cheat Sheet
 - * Comprehensive reference guide for developers.

Additional Information

- Passionate about building accessible websites
- Strong advocate for community-driven initiatives
- Quick learner and problem solver

References

Available upon request.