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| Raechel Fairclough | | |
| Experienced IT technician with 15 years’ working within an education environment. A dedicated leader with Girlguiding for 15+ years with experience at various leadership levels. Keen to develop leadership and management skills. Diplomatic, personable, and adept at managing sensitive situations. Highly organized, self-motivated, and proficient with achieving set goals. | | **Personal Info**  **Location**  Leicester, Leicestershire  **Phone**  07790363822  **Email**  raechelfairclough@yahoo.co.uk  **LinkedIn**  www.linkedin.com/in/raechel-f-7ab412224  **Skills**   |  | | --- | | Microsoft 365 | | ➊➋➌➍➎ | | Project Work | | ➊➋➌➍➎ | | Leadership | | ➊➋➌➍➎ | | Planning | | ➊➋➌➍➎ | | Teamwork | | ➊➋➌➍➎ | | Communication Skills | | ➊➋➌➍➎ | | Time Management | | ➊➋➌➍➎ | | Problem Solving | | ➊➋➌➍➎ | | Programming | | ➊➋➌➍➎ | | Administrative Skills | | ➊➋➌➍➎ | | Windows, iOS & Android | | ➊➋➌➍➎ | | Endpoint (Intune) | | ➊➋➌➍➎ | | Cabling & Network Cabinets | | ➊➋➌➍➎ | | Adobe Illustrator | | ➊➋➌➍➎ | | Driving | | ➊➋➌➍➎ | |
| **Experience** | |
| 2022-Current | **Senior IT Technician**  Rawlins Academy, Quorn, LE12 8DY   * Proficient in many different platforms: Hyper-V, o365 Admin Portal, Papercut, Senso, Asset Software, Helpdesk Software, Google Classroom, Wonde, Adobe Admin Console, MIS software and ParentPay. * Mangaging sensitive conversations and emails. * Maintaining order with new and current assets. * Creating knowledge documents for technical and user usage. * Creating a knowledgebase in Sharepoint and adapting it as new needs arise. |
| 2018-2022 | **ITS Senior Support Technician**  Uppingham Community College, LE15 9TJ   * Supervising Junior Technician and Apprentices * Advise and instruct teachers and support staff with changes to or new technology. * Responsible for administration, auditing and the recycling of hardware and printer waste. * 3 years working with the DPO as a Data Protection Liaison. * Oversee and implement Microsoft 365, Exchange, Azure AD and Endpoint. * Periodic need to use Group Policy and Active Directory. * Hands on experience with Windows XP through 10, Windows Server 2008 and 2016, iOS and Android OS. * Proficient in Excel, Word and Adobe Illustrator. * Completed projects include implementation of CCTV systems and network infrastructure, plus whole site re-cabling and Cloud Mobile Device Management (MDM). * Hands on experience with HP switches, CAT5e and 6 cabling and network cabinets. |
| 2010-2018 | **IT Technician**  Uppingham Community College, LE15 9TJ   * Managed and maintained desktops and mobile devices. * Quick problem-solving and fault finding. * Installing printers, maintenance, and ordering of consumable. * Complete projects include migration to Cloud Antivirus. |
| 2008-2010 | **Website Coordinator**  Uppingham Community College, LE15 9TJ   * Created and maintained website. * Designed and produced newsletter. * Supported the Primary feeder schools with their websites and Reprographics. * Learned the basic role of an IT Technician while also fulfilling main role. |
| 2006-2007 | **Kitchen Assistant**  Eden Food Services   * Supported the chef by preparing food items, using a variety of kitchen equipment, unloading deliveries, organising the storeroom, and washing kitchen appliances and cleaning work surfaces, floors and walls. * This job was a filler while I was looking for more work. |
| **Volunteering** | |
| 2007-current | **Leader**  Girlguiding UK   * Provide a safe space for girls and young women. * Encourage and support girls with a wide range of activities and events. * Built some amazing friendships and made great connections. * Have held several roles within Girlguiding: Leader, District Commissioner, Division Residential Advisor, County Residential Advisor. * Have written Risk Assessments, spearheaded the completion of correct paperwork, managed finances, coordinated events including transportation. |
| 2007-2017 | **Supervisor/Assessor**  The Duke of Edinburgh’s Award   * Supervised groups of young people from around the county. * Monitored their safety and made sure they were well prepared. * Assessed groups and provided short reports on their progress. * Plenty of camping and travel involved. |
| **Education** | |
| 2021-current | **Udemy**  The Complete Project Management Fundamentals Course |
| 2007 | **Tresham Institute of FE & HE**  NCFE Level 3 Certificate in Telematics |
| 2006 | **Home Learning College**  Internet and Web Design Diploma |
| 2000-2002 | **Brooksby Melton College, LE13 0HJ**  BTEC National Diploma in Early Years  Edexcel Application of Number Level 1 |
| 1995-2000 | **Uppingham Community College, Rutland, LE15 9TJ**  10 GCSE's: English: C, Speaking & Listening: B, English Literature: C, Information Technology: C, Art: Drawing and Painting: C, Design and Technology: C, German: D, Mathematics: E, Sciences: Double Award: D, History: C |
| **Certificates** | |
| 2022 | Safe Space Levels 1-3  Lone Working (2022-23)  Display Screen Equipment for Education Providers (2022-23)  the Role of a Fire Warden (2022-23)  Working in Confined Spaces  Health and Safety for Education Providers (2022-23)  Fire Safety for Education Providers (2022-23)  Peer on Peer Abuse Online: Prevention and Response in a Digital World  Managing Asbestos  Manual Handling (2022-23)  Handling, Storing and Disposing of Hazardous Materials (COSHH) (2022-23)  Working at Height (2022-23)  KCSiE Knowledge Check 2022: Part 1 - Safeguarding  Cyber security training for school staff |
| 2019 | CompTIA Network+ N10-007 Certification of Completion |
| 2019 | CompTIA A+ 220-902 Certification of Completion |
| 2019 | CompTIA A+ 220-901 Certification of Completion |
| 2018 | GDPR Certification |
| 2014-2021 | First Aid at Work  Mental Health First Aider  Safeguarding and Safe Space Training  Manual Handling Training |
| **Awards** | |
| 2017 | The Duke of Edinburgh’s Award 10 Year Long Service Award |
| 2016 | Girlguiding UK 10 Year Long Service Award |
| 2013 | Girlguiding Midlands Commissioners Award for Outstanding Commitment |
| **Something About Me** | |
| Has three brothers and one sister. Older sister has special needs. Loves cats and appreciates the quiet of a field when camping but also a good book on a quiet evening at home. Average cook skills and unhealthy addiction to salt and vinegar crisps. Self-taught DIYer and gardener, somewhat successful at both. Not a lover of chocolate but can’t deny that dark chocolate is better. | |