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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**

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| 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 |

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| **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.
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| 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.
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| 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.
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| 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.
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| 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.
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| **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.
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| 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.
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| **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 YearsEdexcel 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 1-3Lone Working (2022-23)Display Screen Equipment for Education Providers (2022-23)the Role of a Fire Warden (2022-23)Working in Confined SpacesHealth 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 WorldManaging AsbestosManual Handling (2022-23)Handling, Storing and Disposing of Hazardous Materials (COSHH) (2022-23)Working at Height (2022-23)KCSiE Knowledge Check 2022: Part 1 - SafeguardingCyber 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 WorkMental Health First AiderSafeguarding and Safe Space TrainingManual 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. |