MARTHA HALL

PERSONAL DETAILS

Name
Martha Hall

Address
London, United Kingdom

Phone number
+44 1234 567890

Email
example@cvmaker.uk

SKILLS

- Operating Systems (Windows, Linux, Ubuntu)

- Basic Networking (IP, DNS, DHCP)

- Software Installation & Troubleshooting

- Virtualisation (VirtualBox, VMware)

- Microsoft 365 & Cloud Admin (introductory)

- Command Line Tools (PowerShell, Bash)

- HTML & CSS

- Cyber Security Fundamentals

- Ticketing System Familiarity (Freshservice)

COURSES AND CERTIFICATES

- CompTIA A+ Certification (2025)

- Google IT Support Professional Certificate – Coursera (2024)

- Cisco Networking Essentials – Cisco NetAcad (2024)

Technically driven and highly motivated BSc Information Technology student, with a strong academic foundation in networking, system administration, and cyber security. Currently seeking an internship or junior role to apply theoretical knowledge in real-world settings. Passionate about IT support, systems management, and solving technical problems.

EDUCATION

BSc (Hons) Information Technology, Sheffield Hallam University, 2026

- Modules: Network Infrastructure, Operating Systems, IT Support & Troubleshooting, Cyber Security Fundamentals, Cloud Technologies, Systems Administration

A-Levels, Leeds City College, 2022
- Subjects: Computer Science (B), Maths (C), Business Studies (B)

WORK EXPERIENCE

IT Intern, InnovateTech UK - Leeds, 2025

Supported the internal IT team during an 8-week summer internship, assisting with end-user support, device configuration, and basic troubleshooting. Shadowed support staff to understand helpdesk operations, helped image and deploy new hardware, and created documentation for onboarding and internal systems. Contributed to the setup of Office 365 accounts and took part in maintaining software and system updates across user devices.

- Imaged and deployed 30+ laptops within tight deadlines, ensuring smooth employee onboarding.
- Created internal IT guides that reduced repeated support requests by 20%.

PERSONAL PROJECT

Home Lab Setup

Built and maintained a personal IT lab using VirtualBox to simulate enterprise systems and practice configuration, system admin, and networking fundamentals. Set up a virtualised Windows and Ubuntu environment, configured a local domain controller using Samba, and tested access control, user policies, and basic cybersecurity scenarios.

- Successfully implemented user authentication policies across a simulated network.
- Developed troubleshooting documentation to guide future lab experiments and reduce setup errors.