

Sam McQuillen

IT Support Technician

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EDUCATION

COMPUTER SCIENCE (MSC)
University of Birmingham
2025 - 2026

POLITICS WITH HISTORY
University of Liverpool
2018 – 2021
BA (HONS) 2:1

A-LEVELS:
ECONOMICS - B
HISTORY - B
MATHS STATISTICS -C

GCSE:
11 - A* - B

TECHNICAL SKILLS

SSH / PuTTY

Wireshark

Python

SQL

PROFESSIONAL SKILLS

Communication

Teamwork

Problem Solving

PROJECTS

Portfolio Site – Next.js

Carbon Calculator – Agile
environment, Flask, SQL

PROFILE

BA Politics graduate from the University of Liverpool with hands-on experience in IT Support and networking at Cranleigh School. Developed skills in networking infrastructure, software deployment, as well as problem-solving complex network issues. Collaboration with Network Manager and Database Manager inspired a decision to pursue an MSc in Computer Science at the University of Birmingham, with the aim of applying these skills in a technical, forward-thinking environment.

PROFESSIONAL EXPERIENCE

IT SUPPORT TECHNICIAN
Cranleigh School, Cranleigh

FEB 2022 – PRESENT

Primary roles involve managing the online ticketing system, TopDesk and organising requests in line with priorities. To act as the front-line contact for all IT fault reporting and diagnose faults where possible. Test and deploy software / apps sitewide through JAMF and Group Policy.

- Achieved a 50% reduction in support tickets within two months through effective problem-solving and organisation.
- Analysed data on iPad breakages to identify a correlation between device damage and new intake years. Implemented a preventative solution by coordinating the deployment of screen protectors across new cohorts, achieving a 30% reduction in breakages within the first-term, compared with the prior year.
- Identified a flaw in a number of printers which was resulting in packet loss on the primary VLAN. Implemented a workaround by creating a dedicated printers VLAN, which improved network stability and enhanced overall security. This solution restored functionality across all 70 newly installed printers.
- Partnered with the Network Manager to gain expertise in Wireshark, analysed internal and external traffic logs to successfully identify causes of site blocking following the installation of a new firewall.

TRADING ASSISTANT
Sainsbury's, Cranleigh

NOV 2021 – JAN 2022

Solely responsible for receiving and off-loading all deliveries during shifts as well as contacting depots about issues and delays regarding these deliveries. Maintaining warehouse equipment and keeping a thorough log of faults.

- Improved warehouse efficiency by streamlining the delivery off-loading processes, which enabled support for front-of-store operations for half of each shift – a level of productivity not previously achieved by other Trading Assistants.
- Played a key role in maintaining a safe and secure environment for staff through communication and adherence to safety standards. Which resulted in zero health and safety incidents during employment.

SALES ASSISTANT
Co-op Food, Cranleigh

OCT 2017 – SEP 2018

Managed front-of-store and supported colleagues where necessary.

- Successfully coordinated front and back-of-store teams during staff shortages, maintaining full operational coverage and meeting peak demand without disruption.