

EDUCATION

- PCE, University of Warwick**, Professional Certificate of Education (Master) Aug 2016 – Jun 2017
- Mixture of academic and practical learning with placements at primary schools
 - **Professional Studies:** Planning, Teaching, Assessing, Behaviour Management, Safeguarding
 - **Professional Practice:** Professional development, reflecting on progress & placements, target setting
- SAP Associate Consulting**, Ciber SAP Logistics Consultant Academy Jan 2011 – Jan 2012
- International graduate academy in Heidelberg, Germany
 - Main focus on Materials Management, Sales and Distribution and Production Planning, additional training on SAP CRM
- Bachelor of Arts, Coventry University** Sep 2008 – Jul 2011
- Music Composition & Professional Practice
 - Graduated with a 2.2; composing and performing music
- A-Level John Cleveland College**, Hinckley (comparable to Abitur) Aug 2003 – Jul 2007

PROFESSIONAL CAREER

- Technical Support Administrator**, Garland Partners Ltd, Nuneaton Aug 2017 – May 2020
- Testing a range of broadcast specific products to ensure seamless end-to-end workflow and high customer satisfaction, communication on all levels
 - On-site technical support/customer visits to configure and monitor HW/SW
 - 1st level customer support: Troubleshooting HW/SW related issues for both internal and customer assets
 - Reviewing, editing and creating manuals and documentation
 - Assisting senior IT engineers with support cases (pre-sales and post-sales)
 - Responsible for maintenance of asset management database (Vtiger) and CRM (Zoho)
 - Solely responsible for logistics, admin duties - execute and complete weekly reports
 - Operating in Linux, Windows and Mac OS
- Trainee Teacher PGCE**, various placements Jun 2016 – Jul 2017
- Practical on-the-job training as a teacher combined with university studies
 - Planning, preparation and teaching full lessons according to curriculum
 - Teaching English, Math, Science, IT and other subjects at primary schools
- Labourer/Backpacker**, World Wide Jan 2014 – Jun 2016
- A variety of jobs in the service industry: Receptionist, System Administrator, Team Leader in hostels
 - Daily employment of my creativity for fast but efficient solutions, my hands-on mentality and my communication skills

SAP Associate Consultant, Ciber UK Ltd, Leicester Jan 2012 – Jan 2014

- Actively engaged with customers to transition from legacy IT systems to customised SAP solutions
- Implemented transition plans and step-by-step guidance with high customers focus
- Test and evaluate new SAP systems

Retail Assistant, McDonalds and Ashby Road Newsagents Sep 2009 – Jan 2012

- Ability to work under pressure for prolonged periods while delivering consistent quality, excellent communication skills, customer service

PROFESSIONAL TRAINING

Frist Aid, St. John Ambulance, Nuneaton Jul 2018

- Intensive course for Emergency Frist Aid in the workplace

PAT (Portable Appliances Testing) certification, Testermans, Wisbech Sep 2019

- Examination of electrical appliances and equipment to ensure they are safe to use

OTHER SKILLS AND HOBBIES

Languages

English: Native language

German: Novice speaker (intensive German course in progress)

Hobbies: Mountain Life, Hiking, Camping, Trail Running, Football, Cricket, Motorcycling, Traveling

Scouts ('Pfadfinder'): Duke of Edinburgh Bronze/Silver/Gold Awards, Chief Scout
Gold/Diamond/Platinum Awards

Instruments: ABRSM Grade 7 **Piano**, Trinity Guildhall Grade 8 **Viola**
Performer at the Last Night of the School Proms (2009) at the **Royal Albert Hall**