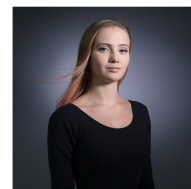


Freya Henderson

Graduate IT Support Analyst

Newcastle, United Kingdom · freya.henderson@gmail.com · +44 7461 398 752 ·

linkedin.com/in/freyahenderson



Information Technology graduate from Northumbria University with practical experience in first and second-line IT support. Completed a **year-long placement** at a large NHS trust resolving **1,200+ support tickets** with a **95% first-contact resolution rate**. Experienced with ServiceNow, Active Directory, Microsoft 365 administration, and remote desktop support. ITIL 4 Foundation certified with strong communication and problem-solving skills.

EXPERIENCE

IT Support Placement Analyst, Newcastle upon Tyne Hospitals NHS Foundation Trust, Newcastle · *Jul 2024 – Jun 2025*

Provided first and second-line IT support to clinical and administrative staff across multiple hospital sites during a 12 month placement.

- Resolved **1,200+ support tickets** in ServiceNow across the year, achieving a **95% first-contact resolution rate**
- Managed **500+ user accounts** in Active Directory, handling onboarding, offboarding, and access changes for clinical staff
- Supported the rollout of **150 new laptops** during a ward-level Windows 11 migration, imaging and configuring each device
- Created **8 knowledge base articles** for common issues, reducing repeat calls to the service desk by **20%**

Barista, Costa Coffee, Newcastle · *Oct 2022 – Jun 2024*

Part-time role in a busy city-centre branch during university.

- Served an average of **180 customers per shift**, maintaining speed and quality during peak hours
- Trained **6 new starters** on espresso machine operation and customer service standards

EDUCATION

BSc (Hons) Information Technology in Information Technology, Northumbria University, Newcastle · *Sep 2021 – Jul 2025*

Graduated with Upper Second Class Honours (2:1, **64% average**). Includes a sandwich year placement at the NHS. Dissertation on IT service management maturity in public sector organisations, graded **68%**.

- Relevant modules: IT Service Management, Network Fundamentals, Database Administration, Cyber Security, Systems Analysis
- Selected for the **NHS Digital Academy Student Programme** during placement year

SKILLS

ServiceNow, Active Directory, Microsoft 365 Administration, Windows 10/11 Deployment, Remote Desktop Support, ITIL Framework, Networking (TCP/IP, DNS, DHCP), Hardware Troubleshooting, User Training, Knowledge Base Writing, Excellent Communication, Patience Under Pressure

CERTIFICATIONS

ITIL 4 Foundation, PeopleCert / Axelos · *Mar 2025 – Mar 2025*

Microsoft 365 Certified: Fundamentals (MS-900), Microsoft · *Jun 2025 – Jun 2025*

LANGUAGES

English - Native

PROJECTS

Self-Service Password Reset Pilot

Jan 2025 – Apr 2025

Proposed and helped implement a self-service password reset solution during placement to reduce service desk call volume.

- Researched and presented the business case to the IT manager, estimating a **15% reduction in password-related tickets**
- Helped configure the pilot for **200 users** across 2 departments
- Actual reduction in password tickets was **18%** during the 3 month pilot period

REFERENCES

Karen McBride, IT Service Desk Manager, Newcastle upon Tyne Hospitals NHS Foundation Trust, karen.mcbride-@nuth.nhs.uk, +44 7700 900 415

EXTRA CURRICULAR ACTIVITY

Digital Champion - Age UK Newcastle

Jan 2024 – Jun 2024

Volunteered as a digital champion helping older adults improve their digital skills.

- Ran **20 one-to-one sessions** teaching smartphone usage, online shopping, and video calling
- Supported **3 group workshops** for **12 participants** at a community centre