

Callum Whitworth

Help Desk / IT Support Technician

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IT support technician with just over a year of experience providing first and second line support in a busy NHS trust. I handle around 35 tickets a day across hardware, software, and network issues. Comfortable with Active Directory, SCCM, and ServiceNow. Recently completed my CompTIA A+ and working towards Network+.

EXPERIENCE

IT Support Technician, Leeds Teaching Hospitals NHS Trust, Leeds Jan 2025 – Present

First and second line support across St James's University Hospital and Leeds General Infirmary, covering 8,500+ staff.

- Resolve an average of **35 tickets per day** via ServiceNow — consistently hit 96% SLA compliance
- Manage **Active Directory** accounts, group policies, and permissions for 8,500+ users across both hospital sites
- Deployed **220 new workstations** during the trust's Windows 11 migration over a 3-month rollout
- Wrote 15 knowledge base articles that reduced repeat tickets for password resets and VPN issues by **28%**

IT Helpdesk Apprentice, Asda House (Head Office), Leeds Sep 2023 – Dec 2024

Level 3 IT Technician apprenticeship providing support to head office staff and store managers.

- Handled **20+ calls and emails daily** covering Microsoft 365, printer issues, VPN connectivity, and hardware faults
- Imaged and configured **150+ laptops** using SCCM for the 2024 head office refresh
- Shadowed network engineers during a **Wi-Fi upgrade across 12 floors** — assisted with access point placement and testing

EDUCATION

Level 3 IT Technician Apprenticeship in IT Support, Leeds City College, Leeds Sep 2023 – Sep 2024

Completed alongside full-time work at Asda. Covered networking fundamentals, hardware troubleshooting, cybersecurity basics, and ITIL foundations.

SKILLS

Windows 10/11 & macOS troubleshooting, Active Directory & Group Policy, ServiceNow & Jira Service Management, Microsoft 365 Administration, SCCM / Intune (device imaging & deployment), TCP/IP, DNS, DHCP, VPN, Hardware diagnostics & repair, Remote desktop tools (TeamViewer, RDP), ITIL v4 foundations, PowerShell (basic scripting)

CERTIFICATIONS

CompTIA A+, CompTIA Nov 2024 – Nov 2027

ITIL 4 Foundation, PeopleCert / Axelos Jun 2024

LANGUAGES

English (native)

PROJECTS

Windows 11 Migration – Leeds Teaching Hospitals Feb 2025 – May 2025

Part of the rollout team migrating 3,200 workstations from Windows 10 to Windows 11 across two hospital sites.

- Personally imaged and deployed **220 machines** using SCCM task sequences
- Created a troubleshooting guide for driver compatibility issues — used by **6 other technicians** on the team

Knowledge Base Overhaul – Leeds Teaching Hospitals Mar 2025 – Jun 2025

Rewrote and reorganised the internal IT knowledge base in ServiceNow.

- Authored **15 new articles** for the most common ticket categories (password resets, VPN, printer mapping)
- Reduced repeat tickets in those categories by **28%** within 2 months of publishing

REFERENCES

Diane Kelsall, IT Service Desk Manager, Leeds Teaching Hospitals NHS Trust, diane.kelsall@nhs.net, +44 7700 900 128

Ravi Patel, Senior IT Technician, Asda, ravi.patel@asda.co.uk, +44 7700 900 345

EXTRA CURRICULAR ACTIVITY

Volunteer – Leeds Digital Festival

Sep 2024 – Oct 2024

Helped run the tech careers booth at Leeds Digital Festival 2024. Spoke to 200+ school-leavers about apprenticeship routes into IT.