

Aaron Hawkins

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A technically adept and customer-focused IT professional with an Advanced Apprenticeship foundation and hands-on experience in technical support, software troubleshooting, and hardware diagnostics. Combines strong infrastructure knowledge—including home lab environments running enterprise rack gear, Proxmox VE virtualisation, and custom Python automation scripts—with exceptional client-facing communication skills developed within telecom environments. Proven ability to translate complex technical concepts for non-technical users, manage ticketing workflows, and maintain high system uptime.

Technical Skills

- Operating Systems & Virtualization: Windows Server/Desktop environments, Linux administration, Proxmox VE hypervisor setup, and multi-node clustering
- Hardware & Network Infrastructure: Enterprise blade servers, network configuration, physical layer deployment (cabling/racking), and hardware fault diagnosis.
- Software & Automation: Systems automation scripting via Python, API integrations (Ollama Pro), and relational database management (SQL Server, MySQL).
- Support & Documentation: Structured troubleshooting workflows, CRM and ticketing data accuracy, active listening, and technical needs analysis.

Work Experience

2022– Present

Construction Labourer | Hawkins Property Maintenance, North West UK

- Utilized hands-on mechanical aptitude and practical problem-solving to assemble and install complex, load-bearing physical structures adhering to strict engineering specifications.
- Demonstrated physical layer competency highly applicable to datacenter environment tasks, including running infrastructure cabling, installing heavy rack-mounted equipment, and managing physical assets.

2021 - 2022

Order Picker | Phoenix Medical Supplies, Runcorn

- Managed inventory tracking and item retrieval under tight time constraints, consistently meeting strict productivity deadlines equivalent to IT Service Level Agreements (SLAs).
- Maintained meticulous attention to detail to ensure quality control, reducing input errors within a high-volume, fast-paced workflow environment.

2019 - 2021

Sales & Retentions and Customer Service Advisor | Tesco Mobile, Runcorn

- Diagnosed and resolved complex customer account, hardware configuration, and mobile network connectivity issues using structured troubleshooting procedures.
- Maintained high levels of data accuracy and strict compliance while documenting service activities, active tickers, and user history within internal CRM systems.
- Conducted detailed needs analysis to translate user requirements into specific technical product configurations and solutions.

2018 - 2019

Digital Marketing Analyst | Aqueous Digital LTD, Runcorn

- Used analytical tools (Google Analytics, Google Search Console) to collect, interpret, and visualize performance data for reporting and continuous improvements.
- Demonstrated clear communication and technical analysis skills to improve client-facing digital assets.

2014 - 2018

Apprentice ICT Engineer and Web Developer | Norcott Technology LTD/Liberonet LTD, Widnes/Warrington

- Provided hands-on, first-line and second-line technical support, troubleshooting software, hardware, and network connectivity issues to maintain high system uptime.
- Monitored hosting environments, database performance, and system logs to ensure optimal data integrity, security, and compliance.
- Maintained and updated web and desktop applications using VB.Net, ASP.Net, PHP, HTML, SQL Server, and MySQL Server to optimize internal team workflows.

Education

- Advanced Level Apprenticeship: IT, Software, Web & Telecoms Professionals (Tech Partnership / Edexcel)
- Pearson BTEC Level 2 Diploma: Professional Competence for IT and Telecoms Professionals (QCF)
- Pearson BTEC Level 1 Certificate: ICT Systems and Principles (QCF)
- Tesco Mobile Corporate Graduation: Grad Bay Programme Certificate
- Pearson BTEC Level 2 Diploma: Public Services - Awarded with Grade Distinction
- GCSE Information & Communication Technology – Grade B
- Edexcel Functional Skills in ICT Level 2 – Pass
- GCSE Mathematics – Grade C
- GCSE English Language – Grade C