

JOSHUA DOWNEY

Curriculum Vitae

**Email**

hello@joshuadowney.co.uk

PROFILE

A highly committed, motivated and innovative individual who enjoys the challenge of undertaking difficult tasks with excellent managerial skills in a fast-paced environment. Proficient in identifying and solving software and network issues acquired through assisting over 180 users as an IT Technician for Howmet, a large-scale aerospace company. Built a significant client base with over 60 clients doing website design and web hosting in my spare time.

PROFESSIONAL EXPERIENCE

Chef

Mitchells & Butlers / 2021 - Current

- Ensuring the highest standards of cleanliness and safety in compliance with Environmental Health Officers.
- Ensure all opening and closing tasks are completed quickly and correctly to prepare for the next day of operation.
- Responsible for safe and secure handling of stock.

IT Technician

Howmet / 2019 – 2021

- Managed the department for 3 months in the absence of my manager.
- Assisted over 180 users to identify and solve their software and network issues.
- Implemented a new system to increase productivity and workflow between engineering and the production floor.
- Using ITSM tools to keep track of work orders to meet the client's needs and expectations.
- Providing excellent face-to-face and remote support to colleagues around the business.
- Communicating with external companies to outsource components and materials needed for our location.

Assistant Manager

Greene King / 2016 – 2019

- Successfully led a team of 12 members of staff to ensure guests had an exceptional experience.
- Efficiently and effectively dealt with guests' feedback and complaints.
- Ensured all team members had completed due diligence.

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VOLUNTEER EXPERIENCE

Stock Room Assistant

Cancer Research UK / 2014 – 2015

Sales Assistant

Scope UK / 2015 – 2015

EDUCATION

Level 2 Food and Beverage

Lifetime Apprenticeship / 2017 – 2018

Pass

Level 3 Games Development

Cambridge Regional College / 2015 – 2016

Distinction

GCSE's

Forest Hall High School/ 2009 – 2014

11 A* - C GCSE's

SKILLS

Management

Server Administration

Database Management

Cloud Computing

Advertising

Graphics Design

Project Management

Networking and Security

WHAT PEOPLE HAVE SAID

"Goes the extra mile and steps up when needed to work additional hours, often staying late when required and serving our customers with a smile." – KATIE W
Business Development Manager

Joshua Downey is one of the most hard-working and pleasant Employees you could possibly have working for you. It's nice to hear so many comments on the way Joshua is always smiling." - TONY & SYLVIA. S Customers

INTERESTS



Website Design



Computing



Graphics Design



Gaming