Caleb Richards

Website: caleb-richards.com | Mobile: 07539 116789 | Email: caleb@caleb-richards.com

A highly motivated, innovative, and skilled individual, with a passion for technology. Currently in the final year of completing a BSc (Hons) degree in Computer Security at the University of South Wales, accredited by BCS.

Skills summary

IT and tech skills

- Exposure to writing basic programs and understanding constructs in Python, Bash, Powershell and C++.
- Built a website in HTML5 teaching non-technical users how to securely set up a smart home, for final year project.
- Experienced user of Linux and Windows operating systems.
- Knowledge of VMware Linux and Windows virtual machines.
- Exposure to pen testing software such as Nessus, Nmap, Ghidra and Metasploit.

Soft Skills

- Communication
- Time Management
- Innovative
- Teamwork
- Problem solving
- Leadership

- Creativity
- Critical thinking
- Conflict Management
- Decision making
- Adaptability

Leadership skills

- Team leader in several modules for degree, tasked with creating a digital story using Microsoft PowerPoint. Managed the decision making and had overall responsibility for organising the development, quality checking, and submission of the final story. Also lead a team in DofE expeditions to effectively navigate in an unknown area with only a paper map.

Teamwork

- Completed yearly professionalism modules for university degree, learned how to work effectively and confidently in a small team by making useful, practical contributions and suggesting ideas for a team project.
- Collaborated with staff during employment at a university IT help desk to effectively and swiftly solve more challenging IT issues.

Problem-solving

- Strengthened problem-solving skills during completion of university assignments (initially developed from Level 3 Engineering BTEC), particularly during assignments that involved programming, and using these skills to complete projects to a meticulous standard. Further strengthened problem-solving skills during employment at University IT help desk.
- Passion for problem solving continues in personal life, building computers and repairing tech. Diagnosing problems, as well as finding solutions on how to fix them, has provided challenges that have required initiative and skilled and innovative problem-solving to overcome them.

Customer service

- During employment at my university's IT help desk, excellent customer service skills as well as technical knowledge were required to help students out with their IT problems, in an efficient and professional manner.
- During employment at a supermarket chain, great pride was taken in ensuring a positive customer experience for every customer and going the extra mile with regards to customer service.

IT Work experience

University of South Wales (IT services), Pontypridd, Wales

Student IT Customer Service Adviser- Worked on the university's crucial help desk. Rectifying IT issues with complete professionalism, honing customer service and technical skills. Use of Microsoft Entra for account issues and fresh service for logging tickets. Administered the uni's loan laptop and account management systems to ensure smooth experience. Managed the university switchboard, effectively directing enquiries to the right department.

University of Greenwich (Engineering IT department), Chatham, Kent

Completed work experience week with IT technicians- Tasks included stripping down old computers ready for recycling, diagnosing faulty computers and carrying out repairs including basic soldering, as well as upgraded components of some computers to increase longevity. Glowing reference from the team given.

Other Employment

Tesco Express, Bearsted, Kent

Customer Assistant (Summer Job)- A variety of retail and customer service tasks in a busy express store, part of a petrol station. Tasks included serving customers on the till, monitoring the use and condition of petrol pumps, assisting with stock deliveries and shelf stacking.

Nu-Venture Coaches Ltd, Aylesford, Kent

Cleaner- Cleaning and deep cleaning of buses as part of preparation work for MOTs. Due to the high standard of work ethic and mentoring new recruits, reliability and flexibility, kept on with a seasonal contract during School and University.

Education

University of South Wales – BSc (Hons) in Computer Security (BCS accredited course)

- On track for a 1st class honours degree in Computer Security, graduating in 2025.

Waterfront UTC

- BTEC Level 3 National Extended Diploma in Engineering
- BTEC Level 3 National Extended Certificate in Business
- GCSE in Mathematics
- GCSE in English Language

Non-Curricular Activities

Duke of Edinburgh- Silver award.

Member of car owner's clubs, attend shows in spare time.