

# Phillip Atkins

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## PROFESSIONAL SUMMARY

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IT professional with 10+ years of enterprise experience across 1st/2nd line support, access management, and UK-wide deployment engineering. Progressed from service desk to field engineer at Balfour Beatty, delivering large-scale hardware migrations across the UK. Alongside enterprise work, continuously self-developed in full-stack development, automation, and AI — building real production systems throughout. Currently studying Microsoft AI Foundations. Targeting IT support, field engineering, service desk, and AI/automation roles.

## CORE SKILLS

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**Enterprise IT** — Active Directory, SCCM/Imaging, Citrix, Cisco, ServiceNow, SSH, Windows 10/11, Remote Desktop, O365

**Development** — PHP, JavaScript, Node.js, Python, HTML/CSS, MySQL, MQL5

**AI & Automation** — LLM integration (Ollama, OpenAI/Claude API), workflow automation, Playwright, Whisper, FFmpeg

**Infrastructure** — Apache/XAMPP, Windows Server, SSL/HTTPS, virtual hosts, domain configuration

**Support Skills** — End-user training, incident management, hardware deployment, customer-facing support, ITIL-aligned ticketing

## WORK EXPERIENCE

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### Vehicle Prep Operative / IT Initiatives | Motorpoint

April 2025 – Present

- Identified a fleet-wide operational problem (expired MOTs creating multi-department bottlenecks); independently built a DVLA API-powered bulk-check tool returning live MOT status for the entire fleet in seconds.
- Designed and implemented a structured key time-slot allocation system, improving daily workflow organisation across the valet team.
- Trained new starters to company standard; raised H&S concerns that were subsequently actioned by management.
- Provided informal IT and systems support on-site beyond primary role.

### Founder & Full-Stack Developer | The Valet Van (Mobile Valeting)

2022 – 2025

- Built complete business web platform from scratch in PHP/MySQL — booking system, dynamic pricing engine, Stripe/PayPal integration, Firebase live chat, admin dashboard, role-based authentication, and finance tracking; no SaaS or website builders used.
- Founded and operated a mobile valeting business, managing all operations, customer acquisition, marketing, and service delivery.

### Deployment Engineer | Balfour Beatty

2019 – 2022

- Travelled UK-wide to deliver large-scale desktop hardware migration projects across Balfour Beatty offices.
- Managed mass swap-outs of desktop PCs (hundreds of machines per deployment) — Windows OS migration with full data transfer and configuration.
- Served as primary on-site technical contact at remote locations; used SCCM for imaging and deployment.
- Internally promoted from service desk to this field role based on performance.

### IT Service Desk Advisor | Balfour Beatty

2017 – 2019

- Provided 1st line IT support across the enterprise environment via ServiceNow; resolved hardware, software, user account, and connectivity incidents.
- Managed AD accounts, groups, and permissions; supported Citrix and Cisco environments.
- Escalated complex issues with full documentation; progressed to Deployment Engineer role based on performance.

### IT Access Management | Cofely (now ENGIE)

2015 – 2017

- Managed full joiner/mover/leaver lifecycle: provisioning and deprovisioning accounts, groups, and permissions in Active Directory.
- Processed access requests via ServiceNow in line with corporate security policies; worked across Citrix and Cisco infrastructure.

**IT Support Technician** | Newcastle College

2013 – 2014

- On-site IT support for staff and students; diagnosed and resolved hardware, software, and network connectivity issues.

**IT Application Support** | Kier Group

2013

- Application support in an enterprise environment; assisted with software issues and 2nd line escalations.

## **PERSONAL PROJECTS & SELF-DEVELOPED SKILLS**

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**AI Local Agent** — Node.js agent running local LLMs (Ollama: LLaMA/Mistral/Qwen) via WhatsApp. Features: voice transcription, image analysis, persistent memory, live web search, full filesystem read/write, desktop automation (Playwright/xdotool). Bridges to frontier models (Claude/GPT-4) when needed.

**Algorithmic Trading System (S1 Bot)** — Python brain + custom MQL5 EA (MT5) communicating via file bridge. Nine strategies (orderblocks, FVGs, MTF trend, session scalper, mean reversion, ATR breakout) feed a confluence scoring engine, filter pipeline, AI veto (Claude/OpenAI) with override logic, risk/throttle caps, and an R-multiple ITM engine. SQLite + JSONL audit trail.

**DVLA MOT Fleet Checker** — API tool built to solve a live operational problem: bulk-checks entire vehicle fleets against DVLA in real time, returning live MOT status in seconds.

**Real-Time Tracking Dashboard** — Live aircraft & satellite tracker built with OpenSky API, TLE orbital data, Google 3D Tiles, and Vite. Handles CORS, rate limiting, and real-time position updates.

**Automated Video Pipeline** — Fully automated content system: LLM scripting → TTS (edge-tts) → subtitle alignment (Whisper) → video assembly (FFmpeg) with Pexels/MusicGen API integration.

**Full-Stack Business Platform (Live)** — Built and maintained all digital infrastructure for The Valet Van in self-written PHP/MySQL. Booking system, dynamic pricing, Stripe/PayPal, Firebase live chat, admin dashboard, role-based auth, finance tracking — maintained in production for the life of the business.

## **QUALIFICATIONS & CERTIFICATIONS**

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- Microsoft AI Foundations — In Progress (2026)
- AQA Diploma in ICT — Level 3 (2011)
- Intermediate Apprenticeship in Business & Administration — 2012
- OCR ICT Units (Exploring Organisations, Effective Communications, Potential of Technology) — Level 2 (2010)
- GCSEs — Including ICT, English, Maths, Business Studies (2011)

*References available on request.*