



A Gibertoni (AG they/them)

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Personal statement

I loved the 30 years I spent working in IT. The lessons learnt and experiences have been exhilarating. It is rather incredible how many of the skills developed in my IT career are transferable. My strength and my passion have always been in developing and mentoring others. So, here I am using those skills to switch to a career with more humanity.

Work Experience

Mental Health Peer Support

01/2022 - Present

I began offering free Reiki in 2016 and recently I further developed my skillset and now I run informal support groups, and One-to-One Peer Support to the Neurodivergent Community using my own lived experiences. Proud member of the National Survivor User Network I share the values of Trust, Diversity, Equality, Solidarity, Empathy, Commonality, Self-determination, Mutual Benefit, and Hope.

Technical Consultant, Watford Council for Voluntary Services

11/2018 - 03/2021

Responsible for the management and delivery of IT services. Personally designed and managed a CRM GDPR-compliant database for the delivery of services to local vulnerable residents during the COVID-19 outbreak.

Technical Consultant, Freelance

02/2002 - 10/2018

Specialising in the value-added sale to the Corporate and Services sector of complete IT solutions. Spanning from Product Specification, Infrastructure Design, Project Planning, and Technical Strategy Planning, to the supply and distribution of all kinds of ICT equipment. From hardware to software, Volume Licensing, Cloud Services, and Security, and offer the added value services of implementation, roll-out and deployment, and concluding with our post-sale services that provide Support and Maintenance plans, including inbound 1st, 2nd and 3rd level support

IT Manager, Workers Educational Association

01/2000 - 01/2002

Managed the IT department of a national Education Establishment with a few thousands students and staff, and offices throughout the UK

Qualifications

University of East London

1992 - 1996

BA European Studies with Economics

University of Liverpool

2004 - 2006

PGC IT Security

Skills

Teaching English as a Foreign Language - 3 years; **USUI Reiki Master and Practitioner** - 7 years; **Presentation skills** - 5 years; **Positivity** - 10+ years; **Oral & Written Communication** - 10+ years; **Fast typing** - 10+ years; **Befriending** - 2 years; **Prioritisation** - 10+ years; **Pet Care** - 10+ years; **Well-being Coaching** - 5 years; **Microsoft Office** - 10+ years; **Action Planning** - 10+ years; **Commitment** - 10+ years; **Conflict management** - 8 years; **Problem solving** - 10+ years; **Active listening** - 10+ years; **Problem management** - 6 years; **Social media** - 5 years; **Mental Health Peer Support** - 5 years; **Life skill** - 10+ years; **Creativity** - 8 years; **Decision making** - 10+ years; **Leadership** - 10+ years; **Time Management** - 10+ years; **Empathy** - 10+ years; **Negotiation** - 5 years; **Work independently** - 10+ years; **Mentoring** - 10+ years; **Analytical** - 10+ years; **Non-verbal communication** - Less than 1 year; **Mental Health Coaching** - 10+ years; **Team work** - 10+ years; **Attention to Detail** - 10+ years; **Interpersonal skills** - 10+ years; **Social listening** - 5 years; **Motivation** - 10+ years; **Work ethics** - 10+ years; **Goal setting** - 10+ years; **Discussion** - 5 years; **Risk Management** - 10+ years; **Strategy Planning** - 10+ years; **Openness** - 10+ years; **Organisational Skills** - 10+ years; **Reiki Teacher** - 6 years; **Adaptability** - 10+ years; **People Oriented** - 10+ years; **Relationship building** - 5 years; **Microsoft Office** - 10+ years; **Critical thinking** - 10+ years

Certifications

- ✓ **Certificate in Nutrition Superfoods and Wellbeing**
- ✓ **Certificate in Effective Leadership**
- ✓ **Certificate in Life Coaching**
- ✓ **Advanced Certificate in Teaching English Online (40 Hrs Advanced Certificate Course)**
- ✓ **Advanced Certificate in Teaching English as a Foreign Language (TEFL) (160 Hrs Advanced Certificate Course)**
- ✓ **Advanced Certificate in Teaching English to Young Learners (TEYL) (160 Hrs Advanced Certificate Course)**
- ✓ **USUI Reiki Level 1, 2, and 3 (Usui Reiki Practitioner and Master Certification)**
- ✓ **Treating Trauma with Internal Family Systems (4 hrs CPD)**
- ✓ **Trauma and the role of shame (1 hr CPD)**
- ✓ **Shame - The Meaning of Shame in the Treatment of Trauma (1 hr CPD)**
- ✓ **Essential Sensorimotor skills and resources for healing shame (1 hr CPD)**
- ✓ **Parts, ego states and fragmented selves in shame and self-loathing (1 hr CPD)**
- ✓ **Dialectical Behaviour Therapy Essentials With Dr Lane Pederson (4 hrs CPD)**
- ✓ **Gestalt Therapy Diploma (150 Hrs CPD)**
- ✓ **Level 3 Peer Support Worker (In progress)**
- ✓ **Advanced Diploma in Psychotherapy (In progress, 150 Hrs CPD)**

Hobbies and interests

I have always been involved in the community helping in any way I can by volunteering. In the 90s I used to be involved in welfare advice, mediation, and bereavement counselling.

Between 2005 and 2007 I was a Foster Carer for Waltham Forest and that has left a lasting impression on me, as well as revealing a natural aptitude for mentoring and coaching.

Now I am volunteering as a befriender/mentor with Outward and I am involved in various Peer Support activities online.

Additional Courses

- ✓ **Diploma in Human Anatomy and Physiology (2016)**
- ✓ **Advanced Diploma in Brain and Behaviour (In Progress)**
- ✓ **Diploma in Cognitive Behavioural Therapy (In Progress)**
- ✓ **Fundamentals of Particle Physics (In Progress)**
- ✓ **Diploma in Psychology**