

# Amy Hannah Morgan

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Address available on request

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## Education

### Llantarnam Comprehensive School

- GCSE Maths - C
- GCSE English Lang - D
- BTEC ICT - Pass

### Torfaen Training

- NVQ Level 1 IT User - Pass
- NVQ Level 1 Customer Service - Pass

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- Retail and Customer Service
    - Level 2 Diploma - Pass
    - Level 3 Certificate - Pass
  - First Dip Level 2 IT - predicted distinction
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## Work Experience

### Changing Gearz – 2 years (Oct '15 – Sep '17)

Main responsibilities:

- Maintaining and repairing computer systems including laptops, projectors and desktops
  - Creating marketing and display materials for the company such as advertising flyers and detailed price tags
  - Assisting in educating young people (13 - 15 years) in computer maintenance
  - Creating and maintaining stock databases and spreadsheets
  - Creating item listings on eBay and responding to customer queries
  - Greeting customers and visitors as they arrive directing them to the appropriate area of the store as well as answering any questions they may have.
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## Skills

- Proficient with the Microsoft Office Suite in particular Word, Access and Excel
  - Experienced in creating both flat and relational databases
  - Experienced in computer maintenance and repair
  - Proficient with the Adobe CC suite especially Photoshop, After Effects and Illustrator
  - Experienced with web design fundamentals
  - Experienced in customer facing service and care
  - Experience with leadership as a result of being a class rep
  - Proficient at hardware and software troubleshooting
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References available on request