

CHRISTOPHER CLOSE

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Front end Web Developer with 4+ years of IT work experience. Using PHP/Laravel in University to now using JavaScript/React in my current projects, and looking forward to excelling my skills in this career.

EXPERIENCE

OCTOBER 2021 – DECEMBER 2022

IT CONTRACTOR / INTERNATIONAL EXPERIENCE

- Lived in Montreal/Hawaii for over 8 months working various small online jobs involving social media management for companies and billing.

APRIL 2021 – SEPTEMBER 2021

CUSTOMER SUPPORT TECHNICIAN, POINT OF RENTAL

- Provided telephone and email support to external customers and colleagues providing excellent levels of service
- Logging, prioritising, and acting on calls via the Point of Rental Software CRM system (Salesforce)
- Ensured that all daily tasks were carried out according to the agreed procedures and within SLA

SEPTEMBER 2019 – FEBRUARY 2021

IT TECHNICIAN, RECKITT BENCKISER

- Daily use of Active directory, user support for software's such as SAP/Power BI/ Zscaler
- Managed a building of over 300 users regarding any hardware/software issues with their laptop.
- Building laptops for new users, this involved OS installation up to ensuring Office 365 and Anti-virus were all up to date.

AUGUST 2018 – JULY 2019

VOIP ADMINISTRATOR, INITIAL IT SERVICES (PART TIME)

- Took part in managing the organisation of the company's clients, ensuring over 300 customer records were up to date and current with the services that we provided them.

AUGUST 2017 – JULY 2018

SERVICE DESK ANALYST, NGENERATION

- Provided technical support through remote desktop of over 1000 catering businesses
- Averaged between 30-100 calls a day to effectively close first and second line calls

EDUCATION

JULY 2019

BSC (HONS) COMPUTING AND INFORMATION TECHNOLOGY WITH A SANDWICH PLACEMENT, UNIVERSITY OF WOLVERHAMPTON

Achieved 2:1

JULY 2014

INFORMATION TECHNOLOGY BTEC LEVEL 3 EXTENDED DIPLOMA, RUNSHAW COLLEGE

Distinction* Distinction* Distinction*

JULY 2011

ABBNEYFIELD SCHOOL

5 GCSE's including C's in Maths and English

SKILLS

- HTML
- CSS
- JavaScript
- Bootstrap
- React
- Node.js

ACTIVITIES

- Brazilian JiuJitsu
- Ice skating
- Escape rooms.
- I have built my own PC's for over 13 years
- Admin of an LGBTQ+ gaming community

REFERENCES

References are available upon request.