



CHRISTIAN WARD

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Summary

Versatile and confident IT Service Analyst currently seeking further career development and an opportunity to obtain new, useful knowledge and abilities to enhance my current skill set. Eager for personal development and growth constantly observing ways in which I can improve myself and learn from my experiences. As well as being able to contribute to company goals and achievements. I believe in completing everything professionally whilst constantly challenging myself and enhancing my credentials. I work efficiently within a team or individually constantly communicating in order to be transparent and productive.

Experience

RCDS | Telford, Shropshire

IT Support Analyst

09/2018 - Current

- Taking team meetings and setting weekly objectives.
- Recording and logging Data and working with multiple IT systems daily.
- Conducting investigations via call and chat systems to resolve IT issues.
- Resolving Software, Hardware and Network issues within Windows 7/8/10.
- Providing and maintaining an efficient and professional level of customer service.
- Requesting and completing additional project work and the ability to achieve and hit daily and monthly KPI's to become an exceeding agent.
- Completing ITIL 4 Foundation, Fire marshal, CV writing, Empathy training and several other training courses.

Sports Direct | Telford, Shropshire

Sales Assistant

09/2017 - 09/2018

- Assisting in the sales of a large variety of products.
- Mentored new employees on customer care and daily duties.
- Handling money, taking payments, completing product returns and exchanges.
- Provided helpful, attentive sales support and service to generate positive customer feedback.
- Processed multiple daily stock deliveries, ensuring accurate order numbers and inventory records.
- Communicated effectively with customers, determining needs, providing recommendations and upselling services.

Trio Furnishings | Telford, Shropshire

Marketing | Admin | Warehouse

09/2015 - 09/2017

- Completing First Aid training.
- Conducting research and analysing data to identify audiences.
- Overseeing and developing marketing and social media campaigns.
- Designing and creating content for Online and Newspaper advertisement.
- Created profitable marketing campaigns for products using social media strategies and analytics.
- Performed administrative tasks such as filing, developing spreadsheets, organising collections and deliveries, photocopying collateral and scanning documents for interdepartmental use.
- Managed complex warehouse, delivery and inventory issues without assistance or supervision.

Skills

- Full and Clean UK driving Licence.
- Collaboration and Cooperation.
- Great work ethic and Adaptability.
- Verbal and written communication.
- Excellent knowledge of IT systems.
- Logical thinking and Inductive reasoning.
- Good time management and organization.
- Creative thinking and skills in problem solving.

Education

Telford College of Arts and Technology | Telford, TFW

NVQ Level 3 in IT Software Development and 3D Games Design

2015

Wrockwardine Wood Arts College | Telford, TFW

6 GCSEs in GCSE including English and Maths. BTEC - Additional Science & Sports.

2013

Hobbies & Interests

- Music.
- Reading.
- Competitive Sports.
- Competitive Gaming.
- Traveling | Exploration.
- Photography | Photo editing and manipulation.

References:

Available on request.