

Eunice Fabiyi

27 Drake Drive, WestChester , RX8 XXX | 078-XXX-XXXXX | eunicefabiyi@gmail.com

Personal Profile

I am a confident and well-mannered individual who is eager to secure a position that will challenge me as well as allow me to build upon my transferable skills. I am an excellent team player, always willing to listen and take other people's views and opinions into consideration and do what is best and will benefit the whole team. I consider myself as somebody who is hard working and dedicated to whatever I am involved in by always offering my initiative. I have a positive attitude towards work no matter how hard a task may be. My experience, both professionally and academically, has allowed me to develop excellent communication skills with people of all ages in a range of situations. I am always yearning to learn, and I strive to stay focused and motivate myself as well as others around me.

Education

FULL STACK WEB DEVELOPMENT DIPLOMA | 2020-2021| CODE INSTITUTE

B.ENG AERONAUTICAL ENGINEERING | 2015-2019| UNIVERSITY OF BRIGHTON

A-LEVELS| 2013-2015 | CHADWELL HEATH ACADEMY

- Psychology
- Mathematics
- Physics

GCSE | 2008-2013| RAPHAEL INDEPENDENT SCHOOL

- GCSE: 11 A*-C (Including Mathematics, English Language and Science)

Skills & Abilities

- Able to work under pressure and meet demands.
- Confident in programming languages (HTML5, CSS, DJANGO, PYTHON, JAVASCRIPT)
- Confident in using IT software (MS Word, MS Excel, MS powerpoint, Solidworks, AutoCAD, MATLAB).
- Experienced in event/meeting coordinating
- Organized, reliable and honest.
- Versatile and able to adapt to different environments.
- Quick learner.

Experience

PRINCESS ROYAL HOSPITAL | HELP DESK OPERATIVE | MARCH 2017- MAY 2019

- To allocate all service requests (dispatcher) to the duty Service Team (portering/housekeeping).
- To accurately record details of the caller, problem and severity and ensure that the Helpdesk Manager is aware of situations which could develop into issues.
- To co-ordinate via the radio system/telephone the service required e.g. conveyance of patients, equipment etc. Dispatching tasks to the Facilities and Estates department.
- To carry out duties in a polite, considerate and professional manner (i.e. telephone answering procedure)
- To be responsible for inputting information relating to all Service requests on the computerised Service management system in an accurate and timely manner as per procedures, SLA's and KPI's. Attention to detail when obtaining and inputting information is very important as mistakes can be costly.
- To achieve a high degree of client satisfaction, applying logic and common sense to requests for assistance, ensuring that identified criteria are escalated in accordance with Trust procedures.
- To be aware of fire and major incident procedure, in particular the role of the Services.
- To assist in the development of systems and working practices that ensure the provision of both a cost effective and quality service.
- To assist and support the Manager with Helpdesk related administration, providing the Manager with the appropriate reports.
- To carry out other administrative duties as and when required.
- To attend training and coaching sessions and incorporate any changes necessary into your duties, methods, working hours and procedures.
- To complete paperwork relating to all the above duties and associated with providing the service.

EDUCATION FIRST | ACTIVITY LEADER | JUNE 2017 – AUGUST 2017

- Worked effectively within a team to deliver excellence in customer experience.
- Dealt with problems and emergency situations swiftly.
- Collected, logged and banked money for optional excursions and activities.
- Organised, planned and lead a full schedule of activities, games, sports, field trips and excursions.
- Attended all Activity Leader briefings on time.
- Always ensured the safety and well-being of students

JET CENTRE ASSISTANT | LONDON CITY AIRPORT | NOV 2014

- Had to cater to the needs of high-profile clients.
- Gained new customer service skills.
- Improved on IT skills.
- Coordinated services being provided to corporate aircrafts such as fuel, crew transport, aircraft slots etc.

VOLUNTEER ASSISTANT | SALVATION ARMY | DEC 2014

- Handed out food to large groups of people
- Cleaned up main auditorium
- Worked towards a deadline to help prepare free Christmas dinner

References available upon request.